

**COMMUNICATION FOR PROFESSIONALS
(HMTS 1011)**

Time Allotted : 3 hrs

Full Marks : 70

Figures out of the right margin indicate full marks.

Candidates are required to answer Group A and any 5 (five) from Group B to E, taking at least one from each group.

Candidates are required to give answer in their own words as far as practicable.

**Group - A
(Multiple Choice Type Questions)**

1. Choose the correct alternative for the following: **10 × 1 = 10**
- (i) Antonym of the word “jubilant” is
 (a) exulted (b) unhappy
 (c) charmed (d) impeccable.
- (ii) The institute will remain closed *sine die*. The highlighted expression means
 (a) till indefinite period (b) permanently
 (c) till end of the year (d) till next six months.
- (iii) Too many transfer stations is a type of
 (a) interpersonal barrier (b) intrapersonal barrier
 (c) psychological barrier (d) organizational barrier.
- (iv) The meaning of immaculate is
 (a) perfect (b) misdeed
 (c) gory (d) merry.
- (v) Which of the following is not a suffix?
 (a) Less (b) Ful
 (c) Ing (d) Re
- (vi) *Pronunciation, Pause, Stress* are elements of
 (a) olfactics (b) kinesics
 (c) chronemics (d) paralanguage.
- (vii) The word ‘headmaster’ is an example of the process of
 (a) compounding (b) affixation
 (c) conversion (d) reduplication.

- (viii) The major concept of Schramm’s model is
 (a) linearity (b) redundancy
 (c) field of experience (d) entropy.
- (ix) The sound ‘m’ in mingle is a
 (a) dental (b) alveolar
 (c) bilabial (d) palatal.
- (x) Number of vowel sounds used in English phonetics is
 (a) five (b) eight
 (c) six (d) twelve.

Group - B

2. (a) Write the phonetic transcription for the following words:
 (i) look (ii) queen (iii) sheep.
- (b) Given below is a list of six words. Add appropriate prefixes to the first three words to give negative meanings of the words formed and add appropriate suffixes to the last three words to give positive meanings of the words formed.
 responsible, organized, logical, harm, plenty, care
(2 + 2 + 2) + 6 = 12
3. (a) Write each word in normal English orthography.
 /ʃɪps/
 /ænd/
 /wæx/
 / ðə/
 /bə:d/
 /tɒp/
- (b) What is a syllable? Identify the number of syllables and the positioning of stress in the following words:
 funny, heat, tale, meal
6 + 6 = 12

Group - C

4. (a) Effective communication is a blend of verbal and non-verbal communication. Explain with suitable references to the different aspects of non-verbal communication.

- (b) Discuss the vertical and diagonal flow of communication in an organization, giving suitable examples for each. Use illustration to explain.

6 + (2 + 4) = 12

5. (a) Describe Schramm's model of communication, highlighting the major concepts of the model.
- (b) Explain briefly the following:
- Grapevine communication
 - Interpersonal barriers
 - Extra personal level of communication.

6 + (2 + 2 + 2) = 12

Group - D

6. (a) What do the following parts of a business letter refer to:
- Heading
 - Subject Line
 - Salutation
 - Complimentary close.
- (b) The Students' Council of your institute is gearing up to host a three day cultural fest to be held at a national level. Write a letter seeking quotation to a food catering enterprise for lunch and dinner packets for an estimated number of students. Assume other necessary details.

4 + 8 = 12

7. (a) What is a
- Progress report
 - Bibliography?
- (b) An inspection was conducted by the Infrastructure and Project Team of your institute to look into the need for setting up a new canteen or the feasibility of renovating the existing one so as to manage the increasing number of students in the campus. A report prepared on the basis of this inspection is to be submitted to the Board of Governors.
- Write (i) an Executive Summary of this report (ii) your recommendations based on the inspection.

(2 + 2) + (5 + 3) = 12

Group - E

8. (a) (i) Discuss the importance of cross-cultural communication in today's world.
- (ii) Your company is sending you to a foreign country to meet your business clients. How would you prepare yourself to deal with the cross-cultural dimensions of communication? Mention at least three points.
- (b) What are some of the global challenges that we face today in interacting at global level? How can the study of intercultural communication help us address global challenges?

(3 + 3) + 6 = 12

9. (a) How would you go about persuading someone to see things your way at work?
- (b) Ipsita has joined an academic institution as Faculty, after completing her doctoral program. She is knowledgeable about her subject. However, she is not confident when in front of a class. She becomes conscious of the many eyes staring at her and this makes her nervous. She approaches some senior members of the faculty to help her out of this situation. Along with other suggestions, they ask her to talk to her students too.
- You are her student. What are some of your suggestions to help her perform better in class? Write your answer in points.

6 + 6 = 12