

## MTHM Semester 2 Examination

## MTHM 107

## Communication Skills-II

Time : 2-30 Hours]

June-2024

[Max. Marks : 70

**Note: All questions are compulsory.**

**Q.1. (a)** Effective communication is NOT just getting your point across to others quickly." In the frame of this statement, how would you describe good/effective communication?

**(7 Marks)**

**(b)** What is Kinesics? How you can use it effectively in your communication. **(7 Marks)**

**OR**

**Q.1. (a)** "Proxemics is the type of non-verbal communication that deals with space." Explain.

**(7 Marks)**

**(b)** Define group discussion? Which approach you follow while a part of case based group discussion? **(7 Marks)**

**Q.2.** What is small talk? Elaborate the various strategies to initiate and transform a small talk into smart talk. **(14 Marks)**

**OR**

**Q.2.** Discuss the various causes of poor listening. **(14 Marks)**

**Q.3.** What is phone etiquette? Why is it important? State top five phone etiquettes. **(14 Marks)**

**OR**

**Q.3.** Define presentation. Elaborate the various types of presentations. **(14 Marks)**

**Q.4.** Explain the following terms –

a) 4 Ds in four quadrants of time management matrix **(4 Marks)**

b) "Corporate dressing plays a crucial role in enhancing one's personality." Explain. **(5 Marks)**

c) What is grooming. Give general grooming tips **(5 Marks)**

**OR**

**Q.4.** Answer the following –

( P.T.O )

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- a) How to prepare for mock interview? (4 Marks)  
b) Explain any five business travel etiquettes (5 Marks)  
c) Analyze the meaning of Hand gesture “fingers all together” and “Thumbs up” across the world. (5 Marks)

**Q.5. Multiple Choice Questions (MCQs) (Attempt any 14) (14 Marks)**

1. Posters fall under \_\_\_\_\_ communication.  
a) Oral      b) Visual      c) Spoken      d) Written
2. The study of communication through touch is called \_\_\_\_\_.  
a) Chronemics  
b) Haptics  
c) Semantics  
d) Proxemics
3. Errors in language, grammar or visual representation of facts take away:  
a) Clarity  
b) Correctness  
c) Crispness  
d) Conciseness
4. An Agenda is prepared in connection with \_\_\_\_\_.  
a) Meeting  
b) Business tour  
c) Personal notes  
d) Exhibition
5. \_\_\_\_\_ is the study of body physical movements.  
a) Proxemics  
b) Kinesics  
c) Paralanguage  
d) Time language
6. Our purpose in a \_\_\_\_\_ presentation is to convince your listeners to accept your proposal.  
a) Informative  
b) Persuasive

c) Image building

d) Multipurpose

7. Evaluation Parameters of Group discussion includes:

a) Personality

b) Communication

c) Leadership

d) All of the above

8. Which statement is not true about telephone etiquettes?

a) Accept phone calls promptly.

b) Take permission before holding the call

c) Allow the phone to ring at least 9 times

d) Be welcoming and kind

9. Arriving ahead of time for a meeting is an example of:

a) Feedback

b) Body language

c) Non - verbal communication

d) Verbal communication

10. In order to catch an eye of interview what should be preferred?

a) Wear shiny jewelry or chains

b) Have funky make-up

c) Get dressed up in expensive clothes

d) Formal fit in

11. Which of the following indicates the correct sequence of the elements of communication in the communication process?

a) Sender, Receiver, Channel, Message, Feedback

b) Receiver, Feedback, Sender, Message, Channel

c) Sender, Channel, Message, feedback, Receiver

d) Sender, Message, Channel, Receiver, Feedback

12. Which of the following is not a part of "Give me Five" rules of active listening

a) Eyes are watching

b) Ears are listening

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- c) Hands are moving
- d) Mouth is closed

**13.** Why should someone prefer makeup in a neutral way?

- a) make-up makes you more polished and finished
- b) to attract the attention of interviewer
- c) to look fair
- d) make-up is also judged by the interviewer

**14.** Which of the following statement is incorrect?

- a) Facial expressions are a universal form of communication.
- b) The phrases "Shot Down in Flames" and "pooh-poohed" conveys "Rejected".
- c) We can use you must or we must for a very polite invitation.
- d) The outcome is unknown in 'Wish' while the outcome is known or expected in 'Hope'.

**15.** What shoes should be preferred for a general interview (for women)?

- a) closed-toe shoes
- b) sandals
- c) high heels
- d) Casual shoes

**16.** What is the best preferred dress to wear in a corporate setting?

- a) Business formal
  - b) Semi formal
  - c) informal clothes if it is in known contacts
  - d) Depends on one's comfort
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