

Total number of printed pages—4

53 (HU 601) PRCM

2019

PROFESSIONAL COMMUNICATION

Paper : HU 601

Full Marks : 100

Time : Three hours

The figures in the margin indicate full marks for the questions.

Answer all questions.

1. (a) State whether the following are True or False : 1×10=10
- (i) Forward thinking does not help to anticipate change.
 - (ii) Innovative responses are the advantages of Entrepreneurs.
 - (iii) People's attitudes are not important for business success.
 - (iv) The main resources will get affected negatively due to bad health.

Contd.

(v) SWOT is a tool to look at the negative factors.

(vi) Achievement is not much required to develop the habits.

(vii) An effective communicator is able to critically evaluate situations.

(viii) Emotional barriers comprise mainly of fear, mistrust and suspicion.

(ix) Non-verbal elements may occur in speech.

(x) Listening does not require effort.

(b) Answer the following questions briefly:

2×5=10

(i) How can you practice positive thinking?

(ii) What is team spirit?

(iii) Define mutual faith.

(iv) What are the non-verbal communications in a speech?

(v) Differentiate between formal and informal communication.



2. (a) What are the reasons for poor interpersonal skills and how do we overcome them? 10

(b) "Oral communication is composed of multiple elements which, when taken as a whole, result in the success or failure of the interaction" — How far is it acceptable? 10

3. (a) "People skills call for understanding people, keeping them in good humour and impressing on them the need to develop the attitude of contribution, and thus contribute to the sustainable development of the organization/institution." Explain. 10

(b) Stress = Pressure > Resource. Explain. 10

4. Write a cover letter of a job application for the post of Engineer in an IT company. Enclose a Resume. 10+10=20

5. Write short notes on : **(any four)**

5×4=20

- (a) Good Emailer
- (b) Communication Skills
- (c) Soft Skills
- (d) Emotional Quotient
- (e) Report Writing
- (f) Abstract.

