

Dr. SSB UICET, PU, CHANDIGARH- 1ST SESSIONAL

BE CHEMICAL (with MBA) and BE FOOD TECHNOLOGY -1ST YEAR

18.01.2022

TIME: 12.00pm -1.00pm

MAX.MARKS 20

HSMC-102 COMMUNICATION SKILLS

Note: Attempt all questions. All questions carry equal marks i.e. 5marks each.

Upload Pdf file only by 1.15pm in the Communication Skills Google classroom.

Course outcome (CO1, CO2, CO3) mapping with questions done

1. "Talking doesn't get your point across but listening does." Verify the statement with reasons. Which is more difficult hearing or listening and why? What stops us from lending our ears?(CO1,CO2,CO3)
 2. What are etiquettes? Tell us some tips about etiquettes. What are the benefits of etiquettes on our communication? (CO3)
 3. *"93% of communication occurs through nonverbal behavior & tone; only 7% of communication takes place through the use of words."* Support your answer whether you agree or disagree. What are the points which a presenter or speaker should keep in mind while addressing an audience? (CO2)
 4. What is group discussion? Where is it used? What are the important features of conducting the group discussion?(CO2)
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