

DELHI UNIVERSITY
Department of Computer Science & Engineering
School of Engineering Sciences & Technology
New Delhi-110061

Examination: Odd Semester Examination 2024

Course Name: Communication Skills

Time: 2.5 hours

Course Code: MCA 106

Total Marks: 60

SECTION-A

Attempt ALL the Questions (4X5 = 20)

Q.N.	QUESTIONS	MARKS	CO	BL
1	Discuss the importance of Listening as a part of effective communication.	05	CO2	L4
2	Discuss how Redundancy can dilute the impact of a message.	05	CO2	L5
3	How can Ambiguity in workplace communication lead to conflicts or inefficiencies?	05	CO1	L2
4	Why is it important to avoid Cliches in professional communication?	05	CO2	L3

SECTION- B

Attempt ONLY 4 Questions (4x10 = 40)

Q.N.	QUESTIONS	MARKS	CO	BL
1	A recent graduate applies to multiple companies but does not receive any interview calls. Upon reviewing their resume, you notice that it lacks key details and is poorly formatted. 1. Identify the key flaws in the resume. 2. Suggest changes to make the resume stand out for the applied roles. 3. How would you tailor a resume for a specific job role?	10	CO2	L2
2	During a GD for a management role, one participant dominates the conversation while others barely speak. The moderator seems unsure how to manage the discussion. 1. Analyse the situation and suggest ways to ensure equal participation. 2. As a participant, how would you handle being interrupted repeatedly? 3. What role does non-verbal communication play in GD?	10	CO3	L2
3	An employee sends an important email to a client with multiple grammatical errors and unclear instructions. This leads to confusion and delays in project execution.	10	CO2	L3

	1.What could the employee have done to avoid this situation? 2.Suggest steps to improve written communication skills. 3.How can organisations ensure professionalism in email communication?			
4	A speaker gives a presentation with an excessive number of slides filled with text, reads directly from them, and lacks eye contact with the audience. Many attendees lose interest and start looking at their phones. 1.Identify the mistakes made by the speaker. 2.Suggest ways to improve the presentation delivery 3.How could visuals aids be used more effectively in this scenario?	10	CO3	L5
5	A project report submitted by a team contains sentences like “The data shows a increasing trend,” “This was a big impact on revenue,” and “The recommendations are implement next month.” 1.Identify and correct the grammar errors in the sentences provided. 2.How can poor grammar affect the credibility of a professional document? 3.What tools or resources can teams use to improve grammar and sentence structure in official reports?	10	CO3	L3
6	sales team prepares a pitch for a high-profile client and loads it with terms like "value-added services," "customer-centric solutions," and "ROI-driven outcomes." The client, however, seems disengaged and uninterested. 1.How can the sales team tailor their pitch to avoid overloading it with corporate jargon? 2.What are the key elements of a persuasive presentation that prioritizes clarity and value over buzzwords? 3.How can understanding the client’s industry and preferences help in crafting impactful communication?	10	CO3	L4

BL: Bloom’s Taxonomy levels (1- Remembering, 2- Understanding, 3- Applying, 4- Analysing, 5- Evaluating, 6- Creating)

CO: Course Objective