

# JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA

## POST GRADUATE DIPLOMA IN MANAGEMENT

FIRST TRIMESTER (Batch 2017-19)

END TERM EXAMINATIONS

Course Name	Business Communication-I (BC-I)	Course Code	BC101
Max. Time	2 hours	Max. Marks	40

Instructions: All questions are compulsory to attend

### Section A

Q1. "Empathy is paying full attention to what is going on in someone *else's* mind. The difficulty we all have with this is that we are usually distracted by what is going on in our *own* mind. To pay attention to someone *else* we must first find a way to flick the switch – to divert our attention from the noise in our own minds, to give ourselves permission to set aside for a while our own sensations, memories, opinions, prejudices, thoughts and feelings, so that we can tune in to what is going on in *their* mind". In the light of the above statement share the professional skill that the author is talking about and why it is acknowledged as one of the most important skill in the workplace. **10 Marks**

Q.2 Think of a stranger with whom you met recently and had a conversation. List down the traits of effective conversation skills you observed while communicating with this person or observing the person while in a conversation with someone and prepare an action plan to acquire these traits. **10 Marks**

### Section B

Q.3 Correct the following sentences and then put them in the right sequence to produce a meaningful paragraph. **10 marks**

- The auditorium was decorating with lights.
- Chairs are neatly arranged in rows for the invitees.
- The dais was a beautiful backdrop.
- The principal escorted the chief guest to the stage.
- When they all occupied their seats.
- two girls sang the prayer.
- After that the principal was reading the annual report.
- Then the chief guest had made a brief speech.
- He was advised the students to work hard.
- He said that they should aim at success and bring credit to the school.
- This was followed by the prize distribution ceremony.
- Students who have won prizes in various competitions invited to the stage.
- They received prizes from the chief guest.

Q4. Write a paragraph using 5 gender neutral terms. (Word Limit 100-150 words)

**5 Marks**

Q5. Following the rules of précis writing please rewrite the paragraph:

**5 Marks**

When we survey our lives and efforts we soon observe that almost the whole of our actions and desires are bound up with the existence of other human beings. We notice that whole nature resembles that of the social animals. We eat food that others have produced, wear clothes that others have made, live in houses that others have built. The greater part of our knowledge and beliefs has been passed on to us by other people through the medium of a language which others have created. Without language and mental capacities, we would have been poor indeed comparable to higher animals. We have, therefore, to admit that we owe our principal knowledge over the least to the fact of living in human society. The individual if left alone from birth would remain primitive and beast like in his thoughts and feelings to a degree that we can hardly imagine. The individual is what he is and has the significance that he has, not much in virtue of the individuality, but rather as a member of a great human community, which directs his material and spiritual existence from the cradle to grave.

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