

## Department of MLT

Online Final Term Examination, September 2020

Course Title: **Communication Skills & English -II**

Session: **Summers**

Registration ID:

Semester: **-II**

Time Allowed **5-Hours**

Total Marks: **50**

Instructor	Hajra Iqbal
------------	-------------

Fill below blocks.

Student Full Name	Tariq khan
Student Father Name	Raes khan
University ID Card Number	14547
Department	Pathology

**Note: Instructions:** Your time starts once you log in. You have only 5 hours to complete and submit your paper on the portal. After 5 hours your time would be automatically expired. Download this paper and save it with your full name and subject. Attempt all the answers on the **same** page and keep in your mind to click the **SAVE** after every 10 minutes. When you are done with paper, go through it and **UPLOAD** your final copy with your name and id on SIC portal.

### Section A

**Q1: Write short notes on the following topics.**

**/20**

- Steps of Essay writing
- Narrative Essay
- Descriptive Essay
- Downwards and Upwards Communication
- Memorandum
- Barriers in Communication
- Verbal communication
- Non verbal Communication

### Section B

**Q2. Write a short essay on any of the following topic.**

**/10**

Stress Impact on Health **OR** Social Media effects on Youth

**Q3. What is effective communication? Explain the seven C's of effective communication.** /10

**Q4. A conversation between a teacher and student about online classes in Covid-19 emergency situation.** /10

- **Section. A**

Q.1 Write short notes on this following?

**a. Steps of Essay writing**

Ans. When you want to write an essay you have to be careful about these things.

- Determine What Type of **Essay** It Is. ...
- Create an **Essay** Outline. ...
- Develop a Thesis Statement. ...
- Introduce Your Topic. ...
- Write** the Body of the **Essay**. ...
- Present Your Conclusion. ...
- Interactive **Essay Writing** Classes.

**b. Narrative Essay**

Ans. A **narrative essay** uses all the story elements — a beginning, middle and ending, as well as plot, characters, setting and climax — bringing them together to complete the story. The focus of a **narrative essay** is the plot, which is told with enough detail to build to a climax.

**c. Descriptive Essay**

Ans. A **descriptive essay** is an **essay** that describes something – an object or person, an event or place, an experience or emotion, or an idea. The goal of this kind of **essay** is to provide readers with enough detailed descriptions for them to be able to picture or imagine the chosen topic.

**d. Downwards and Upwards Communication**

Ans. Bottom-up vs. top-down **communication**: Whereas **upward communication** focuses on lower-level employees disseminating information to upper-management, **downward communication** focuses on a transfer of information from upper management down to the employees.

**e. Memorandum**

Ans. An **example of memorandum** is when you leave yourself a note to pick up milk. An **example of a memorandum** is when a boss writes out an official notice to employees informing them of new policies. The format of a memo is much simpler. You **write** “Memo” or “**Memorandum**” at the top, followed by a To line, a From line, a Date line, a Subject line, and then the actual body of the message.

**f. Barriers in Communication**

- Ans. Physical and physiological barriers. ...
- Emotional and cultural **noise**. ...
- Language**. ...
- Nothing or little in common. ...

- e. Lack of **eye contact**. ...
- f. **Information overload** and lack of focus. ...
- g. Not being prepared, lack of credibility. ...
- h. Talking too much.

**g. Verbal communication**

Ans. **Verbal communication** is the use of sounds and words to express yourself, especially in contrast to using gestures or mannerisms (**non-verbal communication**). An example of **verbal communication** is saying “No” when someone asks you to do something you don't want to do.

**Examples of Verbal Communication Skills**

- a. Advising others regarding an appropriate course of action.
- b. Assertiveness.
- c. Conveying feedback in a constructive manner emphasizing specific, changeable behaviors.
- d. Disciplining employees in a direct and respectful manner.
- e. Giving credit to others.
- f. Recognizing and countering objections

**i. Non verbal Communication**

Ans. Nonverbal communication is the transfer of information through the use of body language including eye contact, facial expressions, gestures and more. **Verbal communication** is the use of language to transfer information through written text, speaking or sign language.

**Sectoin.B**

**Q2. Write a short essay on any of the following topic.**

Stress Impact on Health **OR** Social Media effects on Youth

**What causes stress?**

- a. being under lots of pressure.
- b. facing big changes.
- c. worrying about something.
- d. not having much or any control over the outcome of a situation.
- e. having responsibilities that you're finding overwhelming.
- f. not having enough work, activities or change in your life.
- g. times of uncertainty.

Ans. If you're constantly under **stress**, you can have physical symptoms, such as headaches, an upset stomach, high blood pressure, chest pain, and problems with sex and sleep. **Stress** can also lead to emotional problems, depression, panic attacks, or other forms of anxiety and worry.

**Stress** can play a part in problems such as headaches, high blood pressure, heart problems, diabetes, skin conditions, asthma, arthritis, depression, and anxiety. The Occupational Safety and **Health** **Positive** stressors (called eustress) may include an upcoming wedding, the holidays, or pregnancy. On the other hand, **negative stress** (called distress) results in the full-blown **stress** response. If continuous, **negative stress** can lead to loss of productivity, health problems, and exhaustion. **Stress** is key for survival, but too much **stress** can be detrimental. Emotional **stress** that stays around for weeks or months can weaken the immune system and cause high blood pressure, fatigue, depression, anxiety and even heart disease. In particular, too much epinephrine can be harmful to your heart.

**Q3. What is effective communication? Explain the seven C's of effective communication.**

Ans. **Effective communication** skill 1: Become an engaged listener. ... However, **effective communication** is less about talking and more about listening. Listening well means not just understanding the words or the information being communicated, but also understanding the emotions the speaker is trying to convey.

The **seven C's of communication** is a list of principles that you should ensure all of your **communications** adhere to. Their purpose is to help ensure that the person you're **communicating** with hears what you're trying to say. The **seven C's** are: clear, correct, complete, concrete, concise, considered and courteous.

**Q4. A conversation between a teacher and student about online classes in Covid-19 emergency situation?**

Ans. the conversation between the student about online classes.

Student Hy sir hiw are you?

Teacher Hy I am fine what about you?

Studies I am fine sir and you?

Teacher I fine thank you.

Student what do you do in this sitution I mean during covid-19?

Teacher nothing speacial staying at home.

Student when our online classes should be finishe sir?

Teacher I think your online classes will be finish after a month .

Student I am very tired with online classes.

Teacher I know screen study and at is tafe but don't be nervous .

Student okay sir I am felling happy to talk to you sir.

Teacher me too be careful about your health .

Student why not I will pary for you and you pray us.

Teacher inshaallh why not I will remember .

Student good by sir

Teacher okay by see you tommorow.