

## Question Bank Solutions

### Professional Communication and Ethics (BE03000051)

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Q.1: Differentiate between general communication and professional communication.

**Answer:**

| Aspect                | General Communication   | Professional Communication  |
|-----------------------|---|---|
| <b>Meaning</b>        | Day-to-day exchange of ideas, thoughts, and emotions between individuals. | Exchange of information in a formal, workplace or professional setting to achieve specific goals. |
| <b>Purpose</b>        | Build relationships, share personal feelings, entertain, socialize.       | Improve efficiency, coordinate work, take decisions, solve problems.                              |
| <b>Language Style</b> | Informal, casual, may include slang.                                      | Formal, polite, clear, precise, technical.  |
| <b>Medium</b>         | Face-to-face talk, phone calls, casual messages.                          | Official channels like emails, memos, reports, presentations, meetings.                           |
| <b>Audience</b>       | Friends, family, peers, general public.                                   | Managers, employees, clients, stakeholders, vendors.  |
| <b>Outcome</b>        | Maintains personal bonds and social harmony.                              | Enhances productivity, professional image, organizational growth.                                 |

**Example:**

- **General Communication:** Chatting with a friend about weekend plans.
- **Professional Communication:** Sending a project status report to your supervisor.

Q.2: Explain the Linear Model of Communication with a diagram.

**Answer:**

**Definition:**

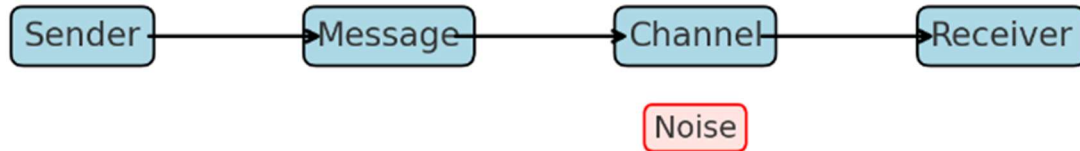
The **Linear Model of Communication** is a **one-way process** where a sender transmits a message to a receiver without expecting feedback.

**Elements:**

1. **Sender:** Creator of the message (e.g., teacher).
2. **Message:** Content of communication (lecture topic).
3. **Channel:** Medium (spoken words, slides).
4. **Receiver:** Recipient of message (students).
5. **Noise:** Any disturbance (classroom noise, poor audio).

**Diagram:**

## Linear Model of Communication



**Example:**

TV news broadcast – information flows from anchor (sender) to viewers (receivers) with no interaction.

**Limitations:**

- No feedback
- Ignores context and two-way nature of real communication

Q.3: Describe the Shannon and Weaver Model of Communication and its significance.

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**Answer:**

**Description:**

Proposed in 1949 by **Claude Shannon and Warren Weaver** as a mathematical model to improve telephone communication.

**Elements of the Model:**

1. **Information Source:** Originates the message.
2. **Transmitter:** Converts message into signals (voice → electrical signals).
3. **Channel:** Medium of transmission (phone line, internet).
4. **Noise Source:** Any interference (static, background noise).
5. **Receiver:** Decodes signals back to message.
6. **Destination:** Final recipient of the message.

**Significance:**

- First scientific model of communication.
- Introduced concept of **noise** as barrier.
- Foundation for modern communication theory.
- Useful in technical fields to study **signal clarity and efficiency**.

**Example:**

In a phone call, the speaker is **source**, microphone is **transmitter**, phone line is **channel**, disturbance in line is **noise**, listener's earpiece is **receiver**, and listener is **destination**.

Q.4: Why is feedback important in communication? Illustrate with an example.

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**Answer:**

**Importance of Feedback:**

- Completes the communication process (makes it two-way).
- Ensures message is correctly understood.
- Helps sender improve clarity, tone, content.
- Encourages participation and builds trust.
- Prevents errors and saves time.

**Example:**

Manager assigns a task → employee repeats back deadline → manager confirms → work starts.

This avoids confusion and ensures mutual understanding.

Q.5: "Communication is a two-way process." Justify the statement.

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**Answer:**

**Justification:**

- Communication is not just **sending a message** but also **receiving and responding**.
- Feedback helps check **accuracy and clarity**.
- Both sender and receiver **share responsibility** for understanding.
- Promotes **interaction, cooperation, and decision-making**.

**Example:**

In a quality review meeting, the engineer explains a fault, management asks questions, engineer clarifies → this cycle ensures shared understanding and action plan.

Q.6: Explain extra personal communication with examples.

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**Answer:**

**Definition:**

Extra personal communication is **interaction between human beings and non-human entities** such as animals, machines, or environment.

**Examples:**

- Talking to pets (giving commands).
- Operating a robot or CNC machine by giving instructions.
- Responding to environmental cues (closing umbrella when it rains, turning off light sensors).

**Importance:**

- Helps humans control machines, interact with technology.
- Important in modern workplaces with automation and AI devices.

Q.7: What is organizational communication? Why is it important?

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**Answer:**

**Definition:**

Organizational communication is the **structured flow of information within an organization** to achieve business objectives.

**Importance:**

- Ensures **coordination** among departments.
- Improves **decision-making** by providing accurate data.
- Enhances **employee motivation** through clarity of roles.
- Reduces **conflicts and duplication of work**.
- Facilitates **change management** and smooth workflow.

**Example:**

Issuing a production schedule to all concerned departments (planning, production, quality, maintenance).

Q.8: Define intrapersonal communication with an example.

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**Answer:**

**Definition:**

Intrapersonal communication is the **internal dialogue** that takes place within an individual's mind.

**Purpose:**

- Self-reflection
- Decision-making
- Emotional regulation
- Problem-solving

**Example:**

An engineer mentally rehearsing his presentation before a client meeting ("I will explain design changes step by step...").

Q.9: Differentiate between intrapersonal and interpersonal communication.

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**Answer:**

| Aspect   | Intrapersonal Communication             | Interpersonal Communication                                     |
|----------|---|---|
| Meaning  | Communication with oneself (internal).  | Communication between two or more individuals.                  |
| Purpose  | To think, analyze, plan, self-motivate. | To share information, build relationships, collaborate.         |
| Medium   | Thoughts, imagination, self-talk.       | Verbal (speech, writing) and nonverbal (gestures, eye contact). |
| Feedback | Internal (self-awareness).              | External (response from others).                                |
| Example  | Planning next day's work in mind.       | Discussing project deadline with team member.                   |

Q.10: Explain upward and downward communication with examples.

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**Answer:**

### **Upward Communication**

**Meaning:** Flow of information **from lower levels to higher levels** of the organizational hierarchy.

**Purposes:**

- Reporting work progress, problems, and suggestions
- Employee feedback on policies and instructions
- Gauging morale and workplace climate

**Common Channels:** Reports, performance appraisals, suggestion boxes, grievance procedures, emails to supervisors, dashboards/metrics.

**Merits:**

- Informs management decisions with ground realities
- Encourages participation and motivation
- Early warning of issues (quality, safety, delays)

**Limitations:**

- Filtering due to fear of criticism
- Overload at top levels
- Delays if too many layers exist

**Example (Engineering):** A machine operator submits a weekly report to the plant manager about **abnormal vibration in a lathe**, recommending bearing inspection.

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### **Downward Communication**

**Meaning:** Flow of information **from higher levels to lower levels**.

**Purposes:**

- Communicating policies, goals, SOPs, work instructions
- Assigning tasks and deadlines
- Coaching and performance feedback

**Common Channels:** Circulars/notices, policy manuals, memos, emails, supervisor briefings, training sessions.

**Merits:**

- Clarity of objectives and standards
- Uniform implementation of procedures
- Better control and coordination

**Limitations:**

- Risk of information overload
- One-way tone if feedback not invited
- Distortion through multiple layers

**Example (Engineering):** The maintenance head issues a **downward** circular specifying **shutdown schedule and LOTO procedures** for preventive maintenance.

Q.11: What is horizontal communication? Give examples.

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**Answer:**

**Meaning:** Also called **lateral communication**, it is the exchange of information **between people at the same hierarchical level** (peers, inter-departmental teams).

**Objectives:**

- **Coordination** of interdependent tasks

- **Problem-solving** and quick decision-making
- Sharing resources and best practices
- Building team cohesion

**Channels:** Cross-functional meetings, project groups, chat/workspaces (Teams/Slack), inter-department emails, stand-ups, quality circles.

**Advantages:**

- Reduces bottlenecks by bypassing unnecessary vertical layers
- Faster response time; fewer misunderstandings
- Enhances innovation via knowledge sharing

**Limitations:**

- May conflict with the chain of command if not aligned
- Risk of groupthink or informal cliques
- Accountability can blur without clear ownership

**Examples (Engineering):**

- **Design team** ↔ **Production team** aligning on tolerances before releasing drawings.
- **Quality engineer** ↔ **Supplier development engineer** coordinating CAPA for a non-conforming batch.

Q.12: What are semantic barriers? Give examples.

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**Answer:**

**Meaning:** Barriers arising from **problems in meaning**—when sender and receiver **attach different meanings** to words, symbols, or expressions.

**Major Sources with Examples:**

1. **Denotative vs. Connotative Meaning:**  
*“Cheap material”* may mean *low price* to purchase, but *low quality* to production.
2. **Jargon/Technical Terms:**  
Using *“MTBF, Cp/Cpk, FMEA”* with non-engineers causes confusion.
3. **Ambiguity/Polysemy:**  
*“Finish the job soon”*—*how soon?* Hours or days?
4. **Vagueness/Abstractness:**  
*“Improve efficiency”*—by what **metric** or **percentage**?
5. **Idioms/Colloquialisms:**  
*“Touch base”* may puzzle non-native speakers.
6. **Poor Translation/Localization:**  
Instruction manual translated literally; steps misinterpreted on the shop floor.
7. **Faulty Grammar/Punctuation:**  
*“Stop not allowed”* vs. *“Stop—Not allowed.”* Meaning flips.

**Remedies:**

- Use **plain, precise language**; define key terms and units
- Provide **examples, visuals, SOPs**
- Avoid ambiguity; specify **who/what/when/how much**
- Know your **audience**; minimize jargon; add a **glossary**
- Confirm understanding via **feedback** and **read-back**

Q.13: Explain physical barriers of communication.

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**Answer:**

**Meaning:** Barriers caused by **tangible, environmental, or technical factors** that obstruct transmission or reception of messages.

**Types & Illustrations:**

1. **Noise & Poor Acoustics:** Machinery noise in a workshop drowns out safety briefings.
2. **Faulty Equipment/Channel Failure:** Microphone, projector, or network outage during a presentation.
3. **Distance & Dispersion:** Multi-site teams across cities/time zones hinder synchronous communication.
4. **Poor Environment:** Inadequate lighting, heat, cramped seating reduce attention and note-taking.
5. **Physical Obstructions:** Closed doors, partitions, PPE/masks muffling speech, limited line-of-sight on shop floor.
6. **Time Constraints & Shift Patterns:** Night shifts missing day briefings; handover gaps.
7. **Document Legibility:** Faded prints, cluttered slides, tiny font in SOPs.

**Measures to Overcome:**

- Use **PA systems**, noise control, and quiet rooms for briefings
- Maintain equipment; arrange backups (extra mic, offline copies)
- Choose appropriate **channels** (video demos, diagrams)
- Optimize venue: lighting, ventilation, seating, visibility
- Plan **handover protocols**, summaries, and centralized repositories
- Standardize **readable formats** (fonts, spacing, diagrams)

Q.14: Define nonverbal communication.

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**Answer:**

**Definition:**

Nonverbal communication is the **transmission of meaning without words**, through **body movements and posture (kinesics), eye behavior (oculesics), facial expressions, voice qualities (paralinguistics), touch (haptics), time use (chronemics), space/use of distance (proxemics), smell (olfactics), appearance and artifacts.**

**Key Features/Functions (for full-marks depth):**

- **Complements** or **reinforces** verbal messages (nodding while saying “yes”)
- **Substitutes** words (thumbs-up)
- **Regulates** interaction (pauses, eye contact to yield turn)
- **Contradicts** speech (saying “I’m fine” with a tense face)
- **Conveys attitudes and emotions** more immediately than words
- Often **culture-bound** and partly **unconscious**

Q.15: Differentiate between verbal and nonverbal communication.

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**Answer:**

| <b>Basis</b>                    | <b>Verbal Communication</b>                      | <b>Nonverbal Communication</b>                                    |
|---------------------------------|--|---|
| <b>Medium</b>                   | Words—spoken or written                          | Cues—body, face, eyes, voice tone, time, space, touch, appearance |
| <b>Structure</b>                | Governed by grammar and vocabulary               | No formal grammar; relies on cues and patterns                    |
| <b>Intentionality</b>           | Usually conscious and deliberate                 | Often subconscious; may leak true feelings                        |
| <b>Clarity &amp; Precision</b>  | High—can define terms and numbers                | Lower—open to interpretation; culture-specific                    |
| <b>Speed of Transmission</b>    | Fast for complex/abstract ideas                  | Very fast for emotions/attitudes                                  |
| <b>Recordability</b>            | Can be recorded, archived (emails, reports)      | Limited record (unless video captured)                            |
| <b>Reliability in Conflicts</b> | Words can be managed                             | Receivers often trust nonverbal cues more                         |
| <b>Feedback</b>                 | Explicit (questions, answers)                    | Implicit (nodding, posture shifts)                                |
| <b>Examples</b>                 | Meeting minutes, technical reports, instructions | Eye contact, tone of voice, gestures, seating distance            |

Q.16: Explain Kinesics with examples.

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**Answer:**

**Definition:**

Kinesics is the study of **body movements** as a form of nonverbal communication.

**Key Components with Examples:**

1. **Facial Expressions:**

- Convey emotions (smiling → friendliness, frowning → disapproval)
- Example: Customer service executive smiling to create a welcoming atmosphere.

2. **Gestures:**

- Movements of hands/arms to emphasize points.
- Example: Engineer pointing at a machine part while explaining its fault.

3. **Posture & Body Orientation:**

- Open posture shows confidence; slouching shows disinterest.
- Example: Standing upright during a presentation reflects confidence.

4. **Head Movements:**

- Nodding = agreement, shaking head = disagreement.
- Example: Nodding in a meeting to signal understanding.

5. **Body Movement/Walk:**

- Fast, purposeful walk = energy and focus.
- Example: Supervisor walking briskly to inspect shop floor.

**Significance:**

- Reinforces verbal communication.

- Helps convey emotions and attitudes quickly.
- Important in interviews, presentations, negotiations.

Q.17: What is Proxemics? How does it affect communication?

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**Answer:**

**Definition:**

Proxemics is the study of **use of personal space and physical distance** in communication (introduced by Edward T. Hall).

**Zones of Distance:**

1. **Intimate Zone:** 0–45 cm (family, close friends)
2. **Personal Zone:** 45 cm–1.2 m (friends, colleagues)
3. **Social Zone:** 1.2 m–3.6 m (acquaintances, formal meetings)
4. **Public Zone:** Beyond 3.6 m (lectures, public speaking)

**Impact on Communication:**

- Too little distance → discomfort or perceived invasion of privacy.
- Too much distance → coldness, lack of engagement.
- **Cultural differences:** What is acceptable varies across countries (e.g., Middle Eastern cultures allow closer distance, Western cultures prefer more space).

**Example:**

In an interview, maintaining **social zone distance** shows respect and professionalism.

Q.18: Define Paralinguistic features with examples.

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**Answer:**

**Definition:**

Paralinguistics refers to **vocal features that accompany speech** but are **not words** themselves.

**Key Features:**

- **Pitch:** High pitch (excitement), low pitch (seriousness).
- **Tone/Intonation:** Rising tone (question), falling tone (statement).
- **Volume:** Loudness indicates urgency, soft voice indicates confidentiality.
- **Rate of Speech:** Fast (enthusiasm) or slow (seriousness/emphasis).
- **Pause/Silence:** Used to create effect, allow reflection.

**Examples:**

- Speaking loudly to grab attention in a noisy workshop.
- Using a calm, steady tone while delivering bad news to avoid panic.
- Pausing before announcing an important decision to build suspense.

**Importance:**

- Adds emotional color to words.
- Helps convey attitude, confidence, sincerity.

Q.19: Explain Chronemics and its role in professional settings.

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**Answer:**

**Definition:**

Chronemics is the study of **time and its impact on communication**.

**Aspects:**

- **Punctuality:** Being on time for meetings shows discipline and respect.
- **Response Time:** Delay in replying to emails/texts may signal disinterest or negligence.
- **Speaking Time:** Dominating conversation may seem arrogant; speaking too little may seem passive.
- **Time Allocation:** Giving more time to a task shows priority.

**Role in Professional Settings:**

- Builds **trust and credibility** (timely delivery of projects).
- Affects **perception of professionalism** (late arrival to meeting = negative impression).
- Helps in **planning and efficiency** (meeting deadlines, timeboxing discussions).

**Example:**

A project manager scheduling weekly review meetings and starting them on time demonstrates effective use of chronemics.

Q.20: What is Haptics? Give examples from business situations.

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**Answer:**

**Definition:**

Haptics is the study of **touch behavior** in communication.

**Business Examples:**

- **Handshake:** Firm handshake = confidence; limp handshake = lack of interest.
- **Pat on the Back:** Encouragement for good performance.
- **Guiding Touch:** Lightly leading a visitor toward the meeting room.

**Importance:**

- Conveys warmth, trust, support (if culturally appropriate).
- Overuse or inappropriate touch can cause discomfort or be seen as harassment.
- Must follow **organizational norms** and **professional boundaries**.

Q.21: Define Olfactics with examples.

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**Answer:**

**Definition:**

Olfactics deals with **communication through smell**.

**Examples:**

- **Pleasant Fragrance:** Creates welcoming environment in reception area.
- **Unpleasant Odor:** Can distract and create negative impression (body odor, machine oil smell in meeting area).
- **Branding through Scent:** Retail stores using signature fragrances to influence customer mood.

**Significance:**

- Affects **first impressions** and emotional state.
- Important in hospitality, healthcare, corporate spaces.

Q.22: Define Oculesics with examples.

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**Answer:**

**Definition:**

Oculesics is the study of **eye behaviour** (eye contact, eye movement) in communication.

**Examples:**

- **Maintaining Eye Contact:** Shows confidence and honesty during interviews.
- **Avoiding Eye Contact:** May signal nervousness, dishonesty, or lack of interest.
- **Blink Rate:** Rapid blinking → stress; normal blinking → calmness.
- **Gaze Direction:** Looking at slides vs. audience indicates engagement level.

**Importance:**

- Regulates conversation flow (looking at listener to invite response).
- Builds trust and rapport.
- Helps detect emotional state or attention level.

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