

Seat No.: \_\_\_\_\_

Enrolment No. \_\_\_\_\_

## GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-III(NEW) EXAMINATION – SUMMER 2023

Subject Code:3130004

Date:21-07-2023

Subject Name:Effective Technical Communication

Time:02:30 PM TO 05:00 PM

Total Marks:70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Simple and non-programmable scientific calculators are allowed.

		Marks
Q.1	(a) Compare different types of spaces described by Edward Hall in Proxemics.	03
	(b) Classify Paralanguage elements and elaborate their importance in nonverbal communication.	04
	(c) Define Communication and explain its process in detail with appropriate diagram.	07
Q.2	(a) Develop a brief technical description of any one from the following: 1. Calculator 2. Smart Phone 3. T. V. Remote Control	03
	(b) Differentiate between agenda and minutes of the meeting and explain its importance.	04
	(c) Prepare a job application along with a detailed resume for the post of a trainee engineer.	07
	<b>OR</b>	
	(c) As Purchase manager at Ace Engineering Company, Ahmedabad, you have ordered some raw material from Ajay Industries. You found the goods less in number and of inferior quality. Write a complaint letter to the company.	07
Q.3	(a) Enlist some tips for cracking interviews successfully.	03
	(b) Assuming you are going to deliver a presentation, examine importance of non verbal communication for delivering presentations:	04
	(c) You and your team have successfully completed a project assigned by your company. Write a letter of appreciation to your team members by highlighting their contribution to the project.	07
	<b>OR</b>	
Q.3	(a) Plan some strategies for the process of negotiation and note it down in brief.	03
	(b) Evaluate the importance of creative and critical thinking in the process of communication.	04
	(c) Enlist some important tips to your friend for successful participation in Group Discussion.	07
Q.4	(a) Elaborate some important points on etiquettes of placing a call.	03
	(b) Explain the term 'Respecting Privacy'.	04
	(c) Discuss why the study of Ethics is important for a person and an organization.	07
	<b>OR</b>	
Q.4	(a) What is intercultural communication? Justify its importance for working in today's organization?	03
	(b) Explain various strategies for delivering an effective presentation.	04
	(c) Describe the techniques of Effective Time management.	07

- Q.5** (a) Develop a brief note on the process of resolving ethical dilemma: 03  
(b) List and discuss general qualities of effective public speaking. 04  
(c) Learning to say 'No' is important but learning 'how' to say No is even more important- Explain. 07

**OR**

- Q.5** (a) Assess the importance of feedback in communication process? 03  
(b) Explain the terms: 1. Persist 2. Prioritize 04  
(c) Write a detailed note on the scope of Engineering Ethics. 07

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