

**GUJARAT TECHNOLOGICAL UNIVERSITY****BE - SEMESTER– III (NEW) EXAMINATION – SUMMER 2022****Subject Code:3130004****Date:08-07-2022****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
<b>Q.1</b> (a) What tips would you give to your friend to make his/her public speaking effective?	<b>03</b>
(b) Describe the various technical aspects of mobile phone with diagram.	<b>04</b>
(c) Explain the communication process with a diagram.	<b>07</b>
<b>Q.2</b> (a) Prepare minutes of meeting in regard to the meeting that was arranged to discuss the plan for the Annual festival at your institute.	<b>03</b>
(b) Being a Post- Graduate in engineering, draft your latest résumé to apply for a job in a company.	<b>04</b>
(c) Write a technical report on “Tech Expo” event that has been recently organized by your institute.	<b>07</b>
<b>OR</b>	
(c) As the Purchasing Officer of Azear Electronics Company Ltd., you have recently ordered 500 Hard Disks from Seagate India Ltd. Bengaluru, On receiving the consignment you have found that 50 Hard Disks are in damaged condition. Draft a letter to register your complain and ask for the suitable compensation or replacement.	<b>07</b>
<b>Q.3</b> (a) Describe the significance of interpersonal communication at work place.	<b>03</b>
(b) Enlist the various components of Kinesics and explain any one of them.	<b>04</b>
(c) What are some essential steps for pre-Interview preparation?	<b>07</b>
<b>OR</b>	
<b>Q.3</b> (a) Explain the significance of Proxemics in interpersonal communication.	<b>03</b>
(b) Differentiate between verbal and non verbal communication.	<b>04</b>
(c) “A good discussion increases the dimensions of everyone who takes part in it” Justify the statement.	<b>07</b>
<b>Q.4</b> (a) What are the traits of a good negotiator?	<b>03</b>
(b) “An unexamined life is not worth living” illustrate the statement with reference to Think, Asses and Grow.	<b>04</b>
(c) What are the etiquettes that one should consider for the successful foreign business trip?	<b>07</b>
<b>OR</b>	
<b>Q.4</b> (a) Enlist various objectives of effective presentation.	<b>03</b>
(b) Explain importance of Reading in student’s life.	<b>04</b>
(c) “Procrastination is the foundation of all disasters.”- Explain the statement with reference to time management.	<b>07</b>
<b>Q.5</b> (a) Describe the dos and donts for the telephone etiquettes.	<b>03</b>
(b) What are the different strategies to resolve ethical dilemma?	<b>04</b>

- (c) Explain the importance of accepting and sharing responsibility at the work place. **07**

**OR**

- Q.5** (a) Enlist dos and donts for respecting one's privacy at workplace. **03**  
(b) Define the term "ethics" with the help of examples. **04**  
(c) Why making moral choices are difficult? **07**

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