

Professional Communication & Ethics

Assignment - 1

Date: / /

1. Feature	Linear Model	Interactive Model	Transactional Model
- Direction	one-way	two-way	multi-dimensional
- Feedback	Absent	Present	Integrated/continuous
- Role of participants	Sender/ Receiver	Sender/ Receiver	Sender/ Receiver
- Emphasis	Transmission of msg	Feedback & Shared exp.	Shared meaning Context & process
- Complexity	Simple	moderate	Complex & dynamic

→ Linear model of communication.

- This is simplest model. Where Commn flow only in one direction from sender to receiver
- no feedback is involved, so receiver can't response
- It is useful in mass comm where interaction isn't needed.

→ Main element - Sender → Msg → Channel → Receiver.

- noise may disturb msg.

→ Example :- A Radiobroadcast art. TV news Report, Announcement in railway station

→ Interactive Model of Communication,

- This model improves upon linear models by introducing concept of feedback.
- Commn happens in two direction but Sender & Receiver take turns.
- It also include field of experience (culture, background, language). Which affect understanding.
- Main element - Sender, Encoder, msg, Channel, Decoder, Receiver, Feedback.
- Field of Experience
- Example :- A class Room Interaction. Email or txt msgs, Job Interview with Questions & answers.

→ Transactional Model of Communication

- This is most realistic & modern model. It shows Commn as simultaneous & continuous process.
- Both Sender & Receiver :- are active at same time & constantly exchange msg;
- It also include context (environment or situation) which influences Commn

- Main element :- Sender / Receiver, msgs, Feedback, Channel, noise, Context
- Field of Experience.
- Ex:- Face to Face Conversation b/w 2. Friends, Meeting or Group Discussion
A video call or telephonic Conversation.

Q-2 Define following types of non verbal Communication In brief :- Kinesics, Proxemics, Paralinguistics, Chronemics, Haptics, Olfactics, Aculesics.

1. Kinesics :-

- It refers to study of body language. It include facial expressions, hand gesture, body movements, posture & overall physical behavior.

~~Ex- nodding your head to say 'Yes' coming hand sign while speaking.~~

2. Proxemics :-

- It is study of how people use space in communication. It shows, how close or far people stand from each other while interacting. The use of personal space often depends on culture & relationship.

Ex:- Standing very close to someone may feel rude in some cultures.

3. Paralinguistics :-

- It refers to way we speak not what we say. It include voice, tone, pitch, volume, speed & pauses.
- These factors helps express emotions & meaning

Ex:- Speaking in loud tone may show anger or excitement.

4. Chronemics :-

- It is study of time in communication. It include punctuality, waiting time, & amount of time we give to others. Time usage affects respect, importance & professionalism.
- Arriving on time for meeting shows responsibility.

5. Haptics :-

- It is study of touch in communication. It expresses feeling like love, respect or support. The meaning of touch may change depending on culture & situation.

Ex- handshake in business setting or put on back to encourage someone.

6. Olfaction :-

- It refers to Commn through smell. It can affect mood, impression, & behaviour. It plays an important role in social & professional setting.

Ex- Wearing pleasant perfume in an interview can create good impression.

7. Oculicsics :-

- It refers to eye contact & eye movement. It shows confidence, honesty, interest, or nervousness, eyes often express what words can't.

Ex- looking directly into someone's eyes shows confidence & attention.

Q-3 Discuss the barriers to communication with example.

1. Physiological barrier :-

These are mental, or emotional states that affect Commn. When person is stressed, angry, nervous, or anxious they may not express themselves properly or may misunderstand the msg.

Ex- Student is too nervous to ask que in class.

2. Interpersonal barrier :-

- These occur when there are issues in relationship b/w people. Such as lack of trust, ego, with attitude or personal conflicts. They affect the way people speak or listen to each other.

Ex- Two colleagues who don't get along avoid speaking directly. A boss may ignore an employee's suggestion due to ego.

3. Semantic barriers :-

- These are related to meaning of words. Misunderstanding happen when technical terms, difficult vocabulary or slang is used but the receiver doesn't understand ex- A doctor uses medical terms the patient doesn't understand.

4. Physical barriers :-

- These are barriers in environment that physically block or disturb commn. They include noise, distance, poor lighting & technical issues.

Ex:- Loud background noise during phone call.

5. organizational barriers :-

- These happen due to structure, rules or policies in organization. A Rigid hierarchy, lack of proper channels or closed communication can make sharing ideas difficult.

Ex:- A junior employee can't speak directly to CEO due to hierarchy.

Q-4 Explain flow of communication with suitable example.

1. Downward Communication :-

Commⁿ that flows from higher authority to lower level in organization.

- Purpose :-

- Giving instruction, Assigning work, sharing policies or feedback.

- Ex:- A manager gives task to team members, Principals' points student about exam rules.

2. Upward Communication :-

- Commⁿ that flows from lower to higher level

Authority

- Purpose :-
- Giving Feedback, Reporting Problem, Sharing Suggestion.
- ex- Employee Report work progress to their boss, Student submit complaint to dept head.

3. Horizontal (Laterai) Communication :-

- Comm'n b/w people at same level or position in organization.
- Purpose :-
- Coordination b/w dept., team work Collaboration.
- Example :- The teacher Planning lesson together,
The Engineers discussing project.

4. Diagonal communication :-

- Comm'n b/w people at different levels & dept of an organization not directly connected in hierarchy.
- Purpose :-
- Saving time, Quick Comm'n across dept
- Ex- A Finance Assistant directly connecting

Marketing manager, lab assistance, discussing material needs with vice-principals.

5. External Communication :-

- Comm'n that happens b/w organization & outside parties like customers, suppliers or Govt.
- Purpose :- Business relation, Marketing, Customer Services.
- Ex:- Company send emails to clients, University shared admission details on its website

Q-5 Discuss level of Communication - In context of professional communication

1. Intrapersonal Communication :-

- Comm'n that happens within oneself - It includes thinking, self-reflection, planning, decision-making etc.
- helps in goal setting, preparing presentations, solving problems.
- Q1
- A teacher planning how to explain topic.

An employee rehearsing for meeting.

2. Inter personal Communication :-

- Comm'n b/w two individuals - one-to-one interaction.
- For Interviews, ~~not~~ Membership, Instruction & Feedback.
- Ex:- A manager giving feedback to an employee, A one-on-one discussion b/w colleagues.

3. GROUP Communication :-

- Comm'n that happens in small group of people working toward common goal.
- For teamwork, decision-making, brainstorming sessions
- Ex:-
- ~~- project team meeting~~ Group of students preparing for seminar.

4. Public Communication :-

- one person addressing a larger audience usually formal & structured.
- For delivering speeches, giving presentations, conferences.

Ex- A CEO addressing Company staff,
teachers' giving lecture to class.

5. Mass Communication :-

- Comm'n through media & technology to reach a large population.
- for advertisements, Public Relations, Press Releases
- Ex-
 - A Company posting job opening on LinkedIn.
 - A University sharing updates on social media.

Mass
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Assignment - 2

Date: / /

Q-1

You have attended a meeting for planning the upcoming "International Day of Yoga". Prepare elaborated minutes of meeting in appropriate format.

→ Minutes of Meeting

Date : 30th July 2025

Time :- 12:00 AM - 03:00 PM

Venue: Conference room

Meeting Agenda :- Planning for International Day of Yoga Celebration.

Chair Person :- Mr. Prince Patel

Attendees : 1) Mrs. Angel Dave (Yoga Promoter)
2) Mr. Nitin Pathak (Finance Officer)
3) Mr. Aniket Sharma (Logistics Head)

① Discussion points :-

1) Event date & time :-

- Confirmed on 21st June, (6:30 AM to 9:00 AM)

2) venue :-

- Main ground Area. Backup :- Indoor Hall
In case of rain

3) Activities planned :-

- Common Yoga Session
- Meditation session & Culture Dance.

4] Volunteers :-

- 20 Students volunteers required for Co-ordination & assistance
Mr. Rangan to Finalize list.

5] Budget & Sponsorship :-

- Rs 25,000 allocated Sponsorship letters.
to be sent to Wellness boards.

- Decision Made :-

- Final schedule to be circulated by 6th August.
- Practice session for volunteers on 19th June.
- Budget approval to be completed by 12th August.

-> Meeting Adorned at 1- 02:00 PM

Q-2 Write a technical description for any gadget that you are using in your life.

- ~~Technical Description on " Smartphone "~~
- A Smartphone is a portable electronic device that combines the functions of a mobile phone with advanced computing features. It typically includes a touch screen, display, camera, microprocessor, RAM and storage.

- Smartphones run on operating system like Android or iOS. Supporting apps for communication, productivity, environment & navigation. powered by rechargeable lithium-ion batteries. Smartphones.

Q-3 Use Any AI tool to generate the volume that you want to submit to your concerned subject teacher.

RGSCMG 1-

Name :- Bhoi Dhruv

Email :- bhoi.dhruv2408@gmail.com

Contact :- +91 7265923812

Course :- B.C. in Computer Science & Engineering (AI/ML)

College :- SAL Institute of Technology & Engineering Research

Career objective

To gain knowledge regarding new upcoming technology & take experience with it. To contribute to my personal & professional growth.

- Academic Details

- Diploma Completed from C.P. Hinduja College
- Programming language :- Python, Java, SQL, Android.

- Tools :- visual studio, oracle, ms. office, power point.
- Interest :- Data scientist, Data analytics, full stack developer.
- Projects :-
- ④ Amazon Review System (ML)
- Chatbot system using (LLM)
- Smart Attendance (Android App)

Declaration :-

I hereby declare that the above information is true to the best of my knowledge.

Date :- 02/08/2025

Signature :- Bhav Damer

Q-4 Write a letter with all the details to the sales manager of Profit Info Pvt Ltd.
Multiplex Road Rajkot.

Wrong product delivered to you instead of 100 Jump Acrylic Mobiles that you have ordered. You are Chinnayyappa staying at Adish Bungalow, near penins Hills, Vadodara.

Date: / /

- Chinmay Gupta
Adarsh Bunglow
Near Denta Hills
Vadodara, Gujarat

Date:- 1st August 2025.

To,

The Sales Manager,
Infinity Infos Pvt. Ltd.,
Multiplex Road, Rajkot, Gujarat.

Subject:- Complain regarding wrong product delivery Respected Sirs/ Madam.

I am writing to inform you that I had placed an order for 100 JUMPS gallery Mobiles, but I received a different product in the delivery. This is a serious error and it has caused inconvenience.

Kindly look into the matter & arrange for the correct delivery at the earliest. Also, please change pickup of the wrong consignment.

Thanking you,
Yours sincerely
Chinmay Gupta.

Q-5 Send an Email from your Gmail-Pd to your friend regarding the positive experience that you have gained in your College.

→ Subject :- My positive College

Hello , Ved

Hope You're doing well! I just wanted to share some of the great experiences I've had in College so far.

I've learned a lot through interactive classes , group projects, and workshops. I've also made some amazing friends and participated in tech evening that boosted my confidence. The supporting faculty and campus life have really helped me grow both academically and personally .

Looking forward to catching up soon !

Take care

Bhai Omkar.

Chennai
X/10

Assignment -3

Date: / /

Q-1 How to organize a professional presentation

- organizing a professional presentation requires a combination of planning, structuring content, practicing delivery, and using visual aids effectively. The aim is to engage the audience while conveying information clearly & professionally.
- Following steps are considered as major whenever we prepare for professional presentation.

Step 1- Defining the main objective of the presentation such as Informing, persuading, training or inspiring the audience.

Step 2- Study the audience's background, interest, and expectations to ensure the content is relevant.

Step 3- Research the topic thoroughly and gather accurate data, examples, and case studies.

Step 4- Prepare a clear outline with 3-5 main points to keep the structure simple & memorable.

Step 5- Use a strong hook such as a story, question, or surprising fact to grab attention.

- Step 6:- Begin the presentation with an introduction that greets the audience, states the topic, explains the purpose, & provides a roadmap of the content.
- Step 7:- Keep slides clean, with one idea per slide, readable fonts, consistent colors, and relevant images or graphs.
- Step 8:- Conclude by summarising the key points connecting back to the opening hook and delivering a clear final message or call-to-action.
- Step 9:- Deliver the presentation confidently by maintaining eye contact, speaking clearly using natural gestures, and pausing for emphasis.
- Step 10:- Thank the audience & open the floor for Ques.
- Step 11:- Handle the Q & A session politely providing concise & relevant answers & be honest when you don't know the answer.

Q.2

Sample speech :- "The Importance of Time Management In Student Life"

Good Morning Everyone,

Today I would like to speak on a topic

that affects every one of us. Time Management in student life.

We all have 24 hours in a day, yet some people achieve more while others struggle to complete even basic tasks.

The difference lies in how we manage our time. For students, time is one of the most valuable resources. It decides not only our academic success but also our personal growth.

proper time management helps us balance studies, hobbies, sports, and rest. It reduces stress, increases productivity, and gives us the confidence to face challenges. When we set priorities & avoid procrastination, we find enough time for both learning & relaxation.

On the other hand, wasting time leads to last-minute pressure, poor results, and missed opportunities. As the saying goes "lost time is never found again". That is why we must plan our day, stick to schedules and make every moment count.

To conclude, I would like to remind you that time once gone never returns. If we learn to manage it well today, we will be successful not only as students but also in our future careers and life.

Thank you.

Q-3 Preparation What kind of preparation will you make a) before personal Interview and b) During personal Interview.

a) Before Interview.

- 1] Research the Company :- Understand the organization's history, mission, vision, products, services, achievements & current news. This will help in answering questions like "why do you want to join us".
- 2] Know the Job Role :- Analyze the job description & required skills. Match your qualifications and experiences with the job requirements.
- 3] Prepare Common Questions :- Practice answers for frequently asked questions such as "Tell me about yourself", "What are your strength & weakness?", or "Where do you see yourself in five years?".
- 4] Mock Interview - practice with friends or mentors to improve body language, confidence, and communication skills.
- 5] Prepare Documents :- Carry multiple copies of your resume, certificates, ID proof and photographs neatly organized in a folder.

6) Dress professionally :- Choose formal, well-
present attire suitable for Interviews First
Impression Matters.

7) Know your Resume :- Be ready to explain
everything mentioned in your resume
including projects, Internships, achievement
and skills.

B] During Personal Interviews

1) First Impression :- Greet the Interviewer
with a smile or firm handshake & polite
body language.

2) Stay Calm & Confident :- Maintain eye
contact, sit upright, and answer clearly.
Avoid filler words.

3) Listen Carefully :- Understand the question
before responding.

Q-4 Which features of personality are evaluated
through Group Discussion (GD) as part of
Interview process?

→ Group Discussion are an essential part of
the Selection process in many academic
and professional settings.

- Following personalities & skills important in
CAs

1) Communication skills :- Clear and effective expression of ideas is crucial. Evaluators look for good verbal ability, articulation, presenting skills, and clarity, clarity of thought.

2) Leadership Qualities :- Initiating the discussion, guiding the group, encouraging others to speak & helping the group reach a consensus are signs of good leadership.

3) Teamwork & Collaboration :- The ability to work with others respect diverse opinions & avoiding domination the discussion reflects strong interpersonal skills.

4) Analytical Thinking :- How well a candidate analyze the topic breaks it down into parts & presents logic arguments is closely observed.

5) Confidence & poise :- Speaking confidently without being aggressive shows maturity & self-assurance.

Q-S
= Explain the following types of delivery techniques with examples.

- 1) Extemporaneous
- 2) memorization
- 3) Impromptu
- 4) Manuscript

1] Extemporaneous :- This involves speaking with the help of brief notes or an outline rather than reading a script. It allows for natural flow and audience engagement.

Ex:- A teacher delivering a lecture using bullet points as a guide.

2] Memorization :- This technique involves learning the entire speech word-for-word. It ensures precise delivery but may sound mechanical if not practised well.

Ex:- An actor reciting lines from a play exactly as written.

3] Impromptu:- Speaking without an prior preparation, often response to an unexpected situation. It tests quick thinking & verbal skills.

Ex:- Answering a surprise question during meeting.

4] Manuscript :- Reading a speech directly from a written document. It ensures accuracy but may limit eye contact with the audience.

Ex:- A researcher delivering the daily news broadcast from a script.

Assignment - 4

Date: / /

Q-1

Differentiate Between Social Manners, Morals & Etiquette, & How they contribute to professional Behaviour.

→

Social Manners	Morals	Etiquette
<p>Meaning - Social manners are Mores are personal Etiquette means polite ways of principles that the Accepted behaving with others help us know what rules of proper in daily life.</p>	<p>is right or wrong, & respectful behaviour in social or personal life.</p>	
<p>Basis - Based on culture, family habits, and social customs.</p>	<p>Based on personal values, beliefs and sense of ethics.</p>	<p>Based on social norms, tradition and sense of ethics, or workplace rules.</p>
<p>Nature - External - shown through our action and words.</p>	<p>Internal - related to our thoughts and Conscience.</p>	<p>External - Visible in dress, speech & manners.</p>
<p>Purpose - To show kindness, politeness, and respect to others.</p>	<p>To live a good and honest life with Integrity.</p>	<p>To behave properly and professionally in different situations.</p>

Example: Saying "please".	Beign honest, fair	Treating property "thankyou" & beign and loyal.	Treating property for meetings, beign helpful.	punctual
Source: Society & family, Religion, Culture.	& personal values	Social or professional rules & organisational culture.		
Focus: On social behvi. on character & our & politness. Ethical control.		on maintaining respect and prestige	Poecilism	

→ Contribute to professional Behaviour.

1. Role of Social Manners :-

- Social manners make the workplace pleasant and respectful. simple acts like greeting colleagues, listening carefully, or showing appreciation create a positive environment.
- They reduce conflicts, improve teamwork, & help in building strong relationship among employees & clients. A person with good manners is always respected & seen as cooperative & humble.

2. Morale :-

- Morale guide a person's decisions & actions at work. When an employee is honest, fair, and reasonable, others trust them easily. Morale helps prevent unethical practice like cheating, lying, or misuse.

of Company resources

- They promote loyalty, discipline, and fairness in all professional activities.
- In short Moral build the foundation of integrity in any profession.

3. Role of Etiquette :-

→ Dressing formally for office or interviews.

- Etiquette teaches us how to behave properly in professional settings. It includes how we speak, dress, write emails, attend meetings, and interact with seniors or clients.

→ example.

- Dressing formally for office or interviews.

- Being on time for meetings.

Q.2 List three dos & three don't one should follow during small talk in a professional setting.

1] Be polite & approachable :-

- Start with a smile and a friendly greeting like "good morning".

- Use a pleasant tone and maintain eye contact to show respect & interest.

2. Choose positive & right topics:

- Talk about general things like work, hobbies, travel or recent events.

- Keep the conversation cheerful & avoid any negative comments.

3. Listen Carefully & show genuine interest:

- Let the other person speak & respond thoughtfully.

- nod, smile, and ask simple follow-up questions to keep the talk natural & comfortable.

→ Don'ts for professional small talk.

1) Don't Talk about controversial topics.

- Don't talk about controversial topics. steer clear of sensitive subjects like politics, religion, or personal finances. These can quickly lead to disagreements.

2) Don't monopolize the conversation. Small talk is a two-way street. Avoid dominating the discussion with your own stories. Give others a

Chances to speak & contribute.

3] Don't gossip or complain negative talk. Can make you seem unprofessional & untrustworthy. It can also create a toxic environment. Focus on positive & constructive conversation instead.

Q-3 Elaborate the importance of workplace etiquette and explain the example of unprofessional behaviour to avoid?

→ Workplace etiquette behaviour is vital because it creates a respectful and productive environment for everyone. It's a set of unwritten rules that govern how people interact professionally, which helps improve communication, build trust, and minimize misunderstanding. Adhering to proper etiquette enhances your reputation and career prospects, while a lack of it can lead to friction, a toxic atmosphere, and a negative perception of your character & competence.

- Having proper workplace etiquette is very important because it helps maintain a positive & healthy working environment. When people treat each other with respect, the office atmosphere becomes pleasant & productive.

→ Ex- of Unprofessional Behaviours to Avoid.

- 1) Gossip and Rumor + Spreading :- Engaging in office gossip creates a climate of mistrust and drama. Spreading rumors about colleagues or management is not only unprofessional but can also be incredibly damaging to a person's reputation and morale. It suggests that you are untrustworthy & more interested in negatively them for your work. A professional maintains confidentiality and avoids talking negatively about others, which helps build a positive and respectful work culture.
- 2) Lack of Accountability :- Blaming others for your mistakes or failing to take responsibility for your actions is a significant sign of unprofessionalism. It shows a lack of maturity and ownership, which can erode trust with your colleagues and superiors. A true professional owns their errors, learns from them, & focuses on finding solutions rather than demonstrating integrity and reliability, two essential traits for career advancement.

Q-4 Suggest the ways to manage mobile phone usage by professionals during meetings & interactions in the workplace.

→ During Meetings :-

- 1] Silence your phone : Before entering in a meeting room, switch your phone to silent or "do not disturb" mode. Even if it's on vibrate, the constant buzzing can be a distraction to you & those around you.
- 2) keep it out of sight i - The best practice is to put your phone away in a bag, pocket, or drawer. If it's on the table, it can be a constant temptation to check notifications, and even a quick glance sends a message that you are not fully engaged.

→ During workplace Interaction -

- 1] Prioritize the person in front of you -
 - When a colleague or client comes to speak with you, give them full attention. Put your phone down, turn away from your screen, and make eye contact. This simple act shows that you value their time & what they have to say.
- 2) Take personal calls in private -
 - If you need to make or take a personal call, move to a private space, such as a phone booth or a break room, to avoid

distrusting others. This also helps maintain professionals boundaries & keeps personal matters from becoming workplace disruptions.

Q's

List the key considerations for hosting a foreign counterpart to ensure culturally sensitive & respectful interaction.

→ Pre-Arrival Preparation:

- Research their culture: Before they come, research their country's business norms, social attention to things like greetings, personal space, and gift-giving customs.
- Clarify objectives & agenda: Share a clear & detailed agenda well in advance. This helps them prepare and understand the purpose of their visit. Ask if there are any specific preferences or requirements they have.
- Language & Communication: Find out if they have a preferred language for communication. If needed, arrange for an interpreter to avoid misunderstandings during key meetings. Ensure all documents & presentations are in a language they can easily understand.

→ During Visit 1-

- Greetings & titles :- Use appropriate titles and formal names unless they suggest otherwise. Some culture prefers more formality. So avoid using first names too quickly. Observe how they greet others & reciprocate respectfully.
- Dining etiquette:- Be mindful of dining customs, including table manners, dietary restrictions, and who pays the bill. Ask about any food allergies or restrictions. For example, In many Asian culture, it's customary to share dishes, while in some western cultures, individual plates are the norm.
- Punctuality - understand their cultural perspective on time. While many cultures value punctuality, others may have a more relaxed approach. As the host, it's always best to be on time to show respect.
- Gift-giving :- If you plan to exchange gifts, research the appropriate customs. Some culture consider certain colors or numbers bad luck, while others have specific rituals for giving and receiving.

receiving gift.

- Cultural Sensitivity :- Be aware of non-verbal cues. Gestures that are acceptable in one culture can be offensive in another. Avoid using slang or overly casual language that might not translate well.
- Offer help but respect Independence :- While it's important to be a good host avoid overwhelming them. Provide clear information on local transportation, services and amenities but allow them personal time & space.

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Assignment - 5

Date: / /

Q-1 Evaluate How Time Management Affects Stress Management.

- Time Management is the process of planning and exercising conscious control over spent or specific tasks to increase efficiency, effectiveness, and productivity.

- It plays a crucial role in managing stress levels, particularly in academic, professional and personal life.

- When time is managed effectively, individuals are better equipped to meet deadlines, prioritize tasks, and allocate time for rest & personal activities. This balance reduces the pressure of last-minute work, prevents burnout, and enhances a sense of control over one's life.

→ ~~positive Impact of Time Management on stress.~~

1] Reduce Workload Pressure: Proper scheduling & prioritization reduce the burden of overwhelming workloads. Instead of feelings anxiety about unfinished tasks, individuals feel more confident & in control.

2] Improves Sleep & Health: Time Management allows individuals to finish tasks earlier, leaving time for rest & sleep.

Lack or Sleep is a major contributor to stress, and maintaining a healthy sleep routine supports emotional stability.

- 3) Boost Self Confidence :- Completing tasks on time fosters a sense of achievement. This increases self-esteem & reduces feelings of inadequacy or shame that contribute to stress.

Q-2 Formulate the Relation Between the ability to say no with Respecting privacy.

- The ability to say "no" is a critical life skill that reflects self-respect, personal boundaries and assertiveness. It is closely linked to respecting privacy, both one's own and that of others.
- Connection Between Saying no & Respecting privacy.

1. Protecting Personal Space :- Saying "no" allows individuals to establish & maintain boundaries. This helps protect their mental, emotional, and physical privacy.
2. Maintaining Emotional Boundaries :- not every topic or activity needs to be shared or participated in. Saying "no" to sharing private information or joining certain conversations upholds one's right to personal space & emotional

autonomy.

3. Respecting others privacy & when someone also says "no". Understanding and accepting their decision without pressuring them further reflects respect for their privacy. This mutual understanding strengthens trust in relationships.

Q3 Differentiate Between Critical & Creative thinking.

Critical thinking & creative thinking are two fundamental cognitive processes that serve different purpose in problem solving, analysis & decision-making. While both are essential they differ significantly in nature, approach and outcomes.

Aspect	<u>Critical Thinking</u>	<u>Creative Thinking</u>
Definition	The process of analyzing, evaluating, and judging information logically & objectively.	The process of generating original innovative ideas.
Goal	To reach a well-supported conclusion or judge ment.	To explore possibility & generate new ideas or approaches.

Approach	Analytical, logical, objective.	Intuitive open-minded, subjective.
Focus	Identifying flaws in consistencies & improving clarity.	Breaking boundaries thinking outside the box, and imagining new solutions.
Example	Evaluating the pros & cons of a business proposal.	Brainstorming a new marketing campaign for a product.

Q-4 Illustrate How Emotional Quotient Affects the Emotional Balance of a person.

- Emotional Quotient (EQ) , also known as Emotional Intelligence (EI) , is the ability to recognize, understand, manage, & regulate one's own emotions & the emotions of others. It plays a vital role in maintaining emotional balance.

→ Ways EQ Influences Emotional Balance

1. Self-Awareness - Individuals with high EQ understand their emotional triggers. This helps them recognize & manage feelings before they escalate into anxiety, anger, or frustration.

2. Self-Regulation 3- EQ enables people to control impulsive behaviours & reactions. Instead of overreacting they pause, reflect, and respond appropriately, which maintains emotional stability.
3. Motivation & optimism 3- High EQ individuals remain positive & self-motivated even when facing setbacks. The resilience helps maintain emotional balance during difficult times.
4. Effective Communication 3- People with good emotional intelligence can express their thoughts & feelings clearly without aggression or passivity. This prevents misunderstandings & fosters healthy relationships.

Q-5 Demonstrate How SWOT Analysis Helps in Team Building.

- SWOT Analysis is a strategic planning tool used to identify & analyze the strengths, weaknesses, opportunities, & threats related to person, team or organization. In team building, it serves as an effective method for assessing group dynamics, improving collaboration & optimizing team performance.

- How SWOT Analysis Helps In Team Building.

1. Identifying team strengths :- Through SWOT teams, can recognize collective strength such as creativity, technical expertise, strong communication or leadership. Acknowledging these strengths boosts team moral & builds confidence for achieving goals.
2. Recognising weakness :- Team can evaluate areas that require improvement such as :- lack of Co-ordination, skill gaps, or time management issues. This awareness encourages open dialogue & the willingness to work on limitations together.
3. Exploring opportunities :- SWOT helps teams identify external opportunities such as upcoming projects, technological advancements, or training programs. When teams work together to capitalize on these opportunities, it fosters unity & shared purpose.
4. Anticipating & Addressing Threats :- Threats such as tight deadlines, budget constraints, or competition can create tension. Addressing these challenges through collaborative planning strengthens the team's ability to manage risk and reduces potential conflict.

1. Viva
2. STB

Assignment - 6

Date: / /

Q.1

Discuss the concept of ethics, and how does it differ from personal beliefs or laws?

- Ethics refers to a system of moral principles & values that guide human behaviour. It helps individuals & organizations decide what is right and wrong, fair and unfair, just and unjust. Ethics aims to provide universally accepted moral guide lines that ensure fairness & integrity in actions, decisions & relationships.
- While ethics and personal beliefs sometimes overlap, they are not the same. Personal beliefs are subjective, shaped by individual upbringing, culture, religion, and life experiences, which means they vary from person to person. Ethics, however, strive to be objective & widely accepted, providing a standard for conduct regardless of personal opinion.
- Ethics also differs from law. Laws are formal rules established & enforced by governments, carrying legal penalties for non-compliance. Ethics may not always have legal consequences but are enforced through professional codes, societal expectations, and moral responsibility.

Q-2

Illustrate the importance of ethics in both personal life & professional career.

- In personal life ethics strengthen trust, honesty and mutual respect for relationships. They guide individuals in making right decisions, treating others with respect, & acting with integrity even when no one is watching.
- In professional practice, ethics ensure transparency, accountability and respect for all stakeholders. They prevent mis-conduct, resolve conflicts, and help maintain the reputation of both individuals and organizations.
- For example, a business professional who refuses to engage in bribery, even if it cuts the company a deal, demonstrates ethical responsibility &珍惜 trust.

Q-3

Explain fundamental principles of ethics that guide professional behaviour.

- Across professions & industries, several core ethical principles guide decision-making & behaviour.

1] Integrity & Acting honestly & consistently upholding moral values. Professionals must not lie, cheat, or manipulate facts.

E.g.: An auditor should not alter financial records to satisfy a client.

2] Accountability :- Being responsible for ones Actions and their Consequences. This includes accepting feedback & correcting mistakes.

E.g.: A project manager must own up to a missed deadlines & take steps to avoid repetition.

3] Confidentiality :- Respecting the privacy of clients Colleagues & Stake holders. Sensitive data must be protected.

4] Competence :- Continuously Improving skills & knowledge to perform ones job effectively & ethically.

5] Transparency :- Openly sharing information decisions, and intentions to avoid deception.

→ e.g. A Company must disclose potential conflicts of interest in business dealings.

Q-4 point out the meaning of engineering ethics and how does it influence decision-making in the engineering field?

→ Engineering ethics refers to the field of applied ethics that examines and sets standards for the behaviour of engineers. It involves applying ethical principles to engineering practice to ensure safety, quality & responsibility.

→ Influence on Decision-Making

- Example 1 :- Cost vs Safety

- An engineer is asked to use cheaper materials to cuts. Ethical practice requires rejecting this if it compromises structural integrity or safety.

- Example 2 :- Whistleblowing

- If an engineer discovers a defect that could endanger lives, they must report it even if it risks their job.

Q.5 Explain the Concept of Corporate Social Responsibility (CSR), and how does it reflect on organization's ethical commitment to Society?

→ CSR refers to a Company's ethical duty to contribute positively to society beyond pursuing profits. CSR emphasizes that businesses must consider the social, environmental and economic impacts of their activities.

→ Four Areas of CSR.

1. Environmental Responsibility

- Reducing carbon footprint
- promoting sustainable practices.
- Minimizing waste.

2. Social Responsibility.

- Supporting education, healthcare and community development.
- Ensuring workplace diversity & inclusion.
- promoting fair labor practices.

3. Ethical Business Practices.

- Fighting corruption & fraud.
- Ensuring transparency & fair trade.

4. Economic Responsibility.

- Supporting local businesses
- Creating jobs
- paying fair taxes.

→ CSR as an Expression of Ethical Commitment.
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- CSR reflects a Company's moral obligation to contribute to society, not just shareholders. It embodies the ethical principle of beneficence - doing good for others & shows that businesses are accountable not only to Investors but also to Employees, Consumers, and Communities.

→ Example of CSR in Action.

1. A tech company funds STEM education for underprivileged schools.
2. A fashion brand ensures ethical sourcing of materials & fair wages in developing countries.
3. A food manufacturer adopts biodegradable packaging to reduce plastic pollution.

~~Mr. SITI~~