

**GUJARAT TECHNOLOGICAL UNIVERSITY****BE - SEMESTER– III (New) EXAMINATION – WINTER 2019****Subject Code: 3130004****Date: 22/11/2019****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.

		MARKS
<b>Q.1</b>	(a) Define nonverbal communication and enlist various components of nonverbal communication.	<b>03</b>
	(b) Explain the term 'kinesics' and its components - facial expressions, gestures, postures, eye contact, touch in	<b>04</b>
	(c) Define the term 'communication' and explain the process with the help of a diagram.	<b>07</b>
<b>Q.2</b>	(a) Explain significance of intercultural and interpersonal communication in professional life.	<b>03</b>
	(b) Prepare technical description of any one tool, mechanism or a piece of equipment with useful information and a clean diagram.	<b>04</b>
	(c) A leading university in your city has sought proposals for setting up a computer lab in its campus. As an expert in the field, draft a proposal to the registrar of the university.	<b>07</b>
	<b>OR</b>	
	(c) You are a final year student of Engineering. You have come across an advertisement for the post of an executive engineer. Draft a resume along with a cover letter to be sent to the company.	<b>07</b>
<b>Q.3</b>	(a) What are paralinguistic features? Explain their importance with special reference to delivering a presentation.	<b>03</b>
	(b) A meeting was organized to plan the annual tech-fest of your institute. Agenda like selection of events, getting finance and forming the faculty and student committees were discussed during the meeting. Prepare minutes of the meeting.	<b>04</b>
	(c) A serious accident had taken place at a company plant few days ago. As manager of the plant, prepare a detailed report on it with a view to the causes, damage done and precautions for future.	<b>07</b>
	<b>OR</b>	
<b>Q.3</b>	(a) Your company has ordered 50 computers. On receiving the consignment, you came to know that three computers are not found as per configuration sent. As manager, write a letter of complaint to the manager, ABB Corporation, Hyderabad.	<b>03</b>

	(b) Define the term 'Proxemics' and explain intimate space, personal space, social space and public space.	04
	(c) Bharat Industries from 103, GIDC, Baroda wants to purchase an industrial tool from Giant Tools Firm, M G Road, Mumbai. On behalf of Bharat Industries, you are given the responsibility to write a letter of inquiry regarding the industrial tool. Draft the letter.	07
<b>Q.4</b>	(a) For effective communication, one must develop critical and creative thinking process. Discuss.	03
	(b) What is group discussion as part of the recruitment process? Which key skills are essential for successful participation in group discussion?	04
	(c) Elaborate the following verbs/actions for self-development-Read, Learn, Listen, Remember, Think.	07
	<b>OR</b>	
<b>Q.4</b>	(a) Define negotiation skills. What are various stages of negotiation process?	03
	(b) Write a brief note on: 1. Persist 2. Dream	04
	(c) Define Engineering ethics. Explain significance of its study with reference to an individual and an organization.	07
<b>Q.5</b>	(a) Write a brief note on ethical dilemma and steps to resolve it.	03
	(b) Write a note on etiquette that one should follow while receiving or placing a call for business purpose.	04
	(c) What are the techniques of effective time management? Explain advantages of time management.	07
	<b>OR</b>	
<b>Q.5</b>	(a) Explain various approaches for making moral choices.	03
	(b) Why is it important to learn to say NO? How can it be expressed politely?	04
	(c) How will you prepare for a business trip abroad? What manners and etiquettes will you follow?	07

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**GUJARAT TECHNOLOGICAL UNIVERSITY****BE- SEMESTER-III (NEW) EXAMINATION – WINTER 2020****Subject Code:3130004****Date:12/03/2021****Subject Name:Effective Technical Communication****Time:10:30 AM TO 12:30 PM****Total Marks:56****Instructions:**

1. Attempt any FOUR questions out of EIGHT questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

		<b>Marks</b>
<b>Q.1</b>	(a) Define the term 'communication' with suitable examples.	<b>03</b>
	(b) What is the role of intercultural communication in work life?	<b>04</b>
	(c) What are the paralinguistic features? Explain with suitable illustrations.	<b>07</b>
<b>Q.2</b>	(a) Explain the term 'proxemics' with suitable examples.	<b>03</b>
	(b) Enlist dos and don'ts of minutes of meeting.	<b>04</b>
	(c) Prepare a resume of your own imagining that you are a final year student and applying for a job in your dream company.	<b>07</b>
<b>Q.3</b>	(a) Enlist the dos and don'ts of letter writing.	<b>03</b>
	(b) You are the meeting organizer. Define the agenda of meeting that you want to discuss with the members.	<b>04</b>
	(c) Being an engineering student, write a technical description of an object by drawing the object and mentioning its technical parts in detail.	<b>07</b>
<b>Q.4</b>	(a) Explain critical thinking and creative thinking.	<b>03</b>
	(b) Enlist the negotiation skills with suitable illustrations.	<b>04</b>
	(c) Explain the dos and don'ts of group discussion in detail.	<b>07</b>
<b>Q.5</b>	(a) What do you mean by engineering ethics? Explain.	<b>03</b>
	(b) What do you mean by sharing and accepting responsibility?	<b>04</b>
	(c) Discuss telephonic etiquettes in detail.	<b>07</b>
<b>Q.6</b>	(a) Why making moral choices are difficult?	<b>03</b>
	(b) What are the etiquettes for small talks?	<b>04</b>
	(c) What are the presentation strategies? Define in detail.	<b>07</b>
<b>Q.7</b>	(a) How can one say 'NO' politely with regards to time management?	<b>03</b>
	(b) Write brief notes on 'Change' and 'Grow'.	<b>04</b>
	(c) Prepare a report on your observations on covid-19 guidelines followed by people living around you.	<b>07</b>
<b>Q.8</b>	(a) What is respecting privacy? Explain.	<b>03</b>
	(b) Write brief notes on 'Communicate' and 'Relate' and 'Dream'.	<b>04</b>
	(c) Why effective time management is necessary for becoming a successful engineer? Discuss with suitable examples.	<b>07</b>

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**GUJARAT TECHNOLOGICAL UNIVERSITY****BE - SEMESTER-III (NEW) EXAMINATION – WINTER 2021****Subject Code:3130004****Date:15-02-2022****Subject Name:Effective Technical Communication****Time:10:30 AM TO 01:00 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) “An effective presenter should be well equipped with the paralinguistic features” – Explain. **03**
- (b) Write a brief note on: (1) Kinesics (2) Proxemics **04**
- (c) Define the term –Communication and Explain the Communication Process with a proper diagram. **07**

- Q.2** (a) What is a Report? State the categories of reports. **03**
- (b) As a startup aspirant, you want to develop an innovative product. You seek financial support from the SSIP cell of your college for this project. Write an unsolicited technical proposal to the SSIP cell. **04**
- (c) Being a Grievance Redressal Officer in a cellphone service center of a famous brand, Address the complaint about the poor work/service of a cellphone from a customer through a letter. **07**

**OR**

- (c) You are a Project Director of a subsidiary mission of the Chandrayaan-II. Under your guidance, your team achieved a marvelous feat. Appreciate the efforts of your team by drafting a letter. **07**

- Q.3** (a) Write a brief note on the tips for success in Group Discussion. **03**
- (b) Describe technically the latest cellphone. **04**
- (c) Explain the strategies for an effective presentation. **07**

**OR**

- Q.3** (a) Explain the types of Negotiation. **03**
- (b) Differentiate between Creative Thinking and Critical Thinking. **04**
- (c) What is Public Speaking? Write a note on the tips for effective public speaking skills. **07**

- Q.4** (a) Define the term – Ethics. **03**
- (b) Write a brief note on the effective telephone etiquettes. **04**
- (c) Explain the scope of the engineering ethics. **07**

**OR**

- Q.4** (a) Define the term – Engineering Ethics. **03**
- (b) Write a note on the etiquettes for foreign business trips. **04**

- (c) What are the values required for accepting and sharing responsibility as engineer? **07**

**Q.5 (a)** Differentiate between Agenda of a meeting and Minutes of a meeting. **03**

(b) Explain the following terms with reference to the self-development. **04**

(a) Change, (b) Grow, (c) Persist, (d) Prioritize

(c) “*Time is what we want most, but what we use worst*”. Illustrate the importance of Time Management for a successful professional. **07**

**OR**

**Q.5 (a)** Explain the importance of body language in for a successful interview. **03**

(b) Explain the following terms with reference to the self-assessment. **04**

(a) Listen, (b) Record, (c) Remember, (d) Assess

(c) “*It's only by saying NO that you can concentrate on the things that are really important.*” Illustrate the statement in the light of when and how to say NO. **07**

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**GUJARAT TECHNOLOGICAL UNIVERSITY****BE - SEMESTER– III EXAMINATION – SUMMER 2020****Subject Code: 3130004****Date: 26/10/2020****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.

**MARKS**

- Q.1**
- (a) How do the paralinguistic features affect a presenter? **03**
  - (b) Define the terms: (i) Proxemics (ii) Kinesics **04**
  - (c) What is Communication? Illustrate the Communication Process with a proper diagram. **07**
- Q.2**
- (a) What is a Report? Write the types of reports. **03**
  - (b) As a founder of your startup, you want to launch your startup into the market. You need some financial support from the prospective investors. Write an unsolicited technical proposal to the investors. **04**
  - (c) As a Grievance Redressal Officer in an auto insurance company, address the complaint about the partial approval of the claim from a customer through a letter. **07**
- OR**
- (c) You are a Chief Engineer of one of the projects of the ISRO. Under your guidance, your team has achieved an excellent accomplishment. Appreciate your team members about the achievement by writing a letter. **07**
- Q.3**
- (a) Discuss some important tips for success in Group Discussion. **03**
  - (b) Describe technically the latest earphone. **04**
  - (c) Explain the strategies for an effective presentation. **07**
- OR**
- Q.3**
- (a) Write the types of Negotiation. **03**
  - (b) Differentiate between Creative Thinking and Critical Thinking. **04**
  - (c) Define Public Speaking. Discuss the important tips for effective public speaking skills. **07**
- Q.4**
- (a) Illustrate the term – Ethics. **03**
  - (b) What are the effective telephone etiquettes? **04**
  - (c) Explain the scope of the Engineering Ethics. **07**

**OR**

- Q.4** (a) What is Engineering Ethics? **03**
- (b) How does a successful businessman follow the business etiquettes on a foreign trip? **04**
- (c) Explain the values required for accepting and sharing responsibility as an engineer. **07**

- Q.5** (a) What are the differences between Agenda of a meeting and Minutes of a meeting? **03**
- (b) Explain the characteristics of the self-development. **04**
- (c) Illustrate the importance of Time Management for a successful professional. **07**

**OR**

- Q.5** (a) How does the body language play an important role in an interview? **03**
- (b) Explain the characteristics of the self-assessment. **04**
- (c) “*Saying NO is a stepping stone in the life of a professional.*” Illustrate the statement in the light of when and how to say NO. **07**

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**GUJARAT TECHNOLOGICAL UNIVERSITY****BE - SEMESTER-III (NEW) EXAMINATION – SUMMER 2021****Subject Code:3130004****Date:03/09/2021****Subject Name:Effective Technical Communication****Time:10:30 AM TO 01:00 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) Define 'Para linguistics' and explain its various components in reference to a presentation.	<b>03</b>
	(b) What is intercultural communication? Note down some useful tips for effective intercultural communication.	<b>04</b>
	(c) Define communication and explain Communication cycle with diagrammatic presentation in detail.	<b>07</b>
<b>Q.2</b>	(a) Define the term 'Proxemics' and explain intimate space, personal space, social space and public space.	<b>03</b>
	(b) Explain the term 'kinesics' and its components in detail- facial expressions, gestures, postures and eye contact.	<b>04</b>
	(c) Your company has decided to establish a factory in your town. You are given task to find a suitable place for factory site. Write a report based on your findings recommending the most suitable place.	<b>07</b>
	<b>OR</b>	
	(c) As a student of Engineering, you have come across an advertisement for the post of an executive engineer. Draft a résumé along with a cover letter.	<b>07</b>
<b>Q.3</b>	(a) Define the term 'agenda' and 'minutes'. Discuss their significance with reference to meetings.	<b>03</b>
	(b) Discuss any four attributes that can help a person in self development and assessment.	<b>04</b>
	(c) Write a complaint letter to Cozy Wooden Furniture, Ahmedabad asking for compensation as you found the delivered furniture in damaged condition.	<b>07</b>
	<b>OR</b>	
<b>Q.3</b>	(a) Prepare technical description of any one tool, mechanism or a piece of equipment of your choice with useful information and a clean diagram.	<b>03</b>
	(b) "You can tell a lot by someone's body language." Elaborate the use of body language during interviews.	<b>04</b>
	(c) Write detailed note on: 1. Learning to say no 2. Respecting privacy	<b>07</b>
<b>Q.4</b>	(a) Examine- 1. Persist 2. Prioritize in context of self development.	<b>03</b>
	(b) "The advantages of time management are enormous"- Discuss various strategies and advantages of time management.	<b>04</b>
	(c) As an engineering student, you want to purchase a laptop for your personal use. Write a letter of inquiry asking for price, configuration, discount, mode of payment to Techworld Enterprise, Maninagar, Ahmedabad.	<b>07</b>



**OR**

- Q.4** (a) Enlist the types of public speaking and exemplify the general qualities of an effective public speaker. **03**
- (b) What is feedback in communication cycle? Discuss its importance. **04**
- (c) Why is it important to define purpose of a presentation? Discuss the importance of 'audience' and 'locale' while preparing for a presentation. **07**
- Q.5** (a) What is the importance of critical and creative thinking process for effective communication? **03**
- (b) Explain group discussion as part of the recruitment process mentioning key skills, which are essential for successful participation in group discussion? **04**
- (c) Discuss Engineering ethics with reference to its scope and purpose. **07**

**OR**

- Q.5** (a) Write a note on preparations required before job interview. **03**
- (b) Enlist the etiquette that one should follow while making and receiving a call. **04**
- (c) Explain importance of the study of engineering ethics with reference to an individual and an organization. **07**

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**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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