

L.J Institute of Engineering and Technology, Ahmedabad.
Effective Technical Communication(ETC) Practice Book (SEM-III-2024)

Note : This Practice Book is only for reference purpose. LJU Test question paper may not be completely set from this Practice Book.

Sr. No.	unit_number	question_text	answer_text	marks	option1	option2	option3	option4
1	1	The origin of the word communication is _____	Communicare	1	Communicate	Communicare	Compute	Computer
2	1	The word Commūnicāre means _____ in Latin.	to share	1	to share	to deliver	to present	to sacrifice
3	1	Types of words used for verbal communication?	Simple	1	Simple	Acronyms	Technical	Jargons
4	1	The first language which we learn or speak as a child _____	Mother Tongue	1	Jargon	Vernacular	Dialect	Mother Tongue
5	1	Which of the following is quick and clear method of communication	face-to-face informal communication	1	business meetings	face-to-face informal communication	e-mail	notices/posters
6	1	What is a sentence?	A group of words that communicate a complete thought.	1	A group of ideas.	A group of words that communicate a complete thought.	A set of rules to write correctly.	A set of words that is grammatically correct
7	1	_____ means communication without words.	Non-verbal communication	1	Non-verbal communication	Oral communication	Written communication	Object communication
8	1	You need to apply for leave at work? Which method of communication will you use?	e-mail	1	e-mail	blog	Newsletter	poster
9	1	_____ are a group of words that together act as a grammatical units.	Phrase	1	Imperative	Interrogative	Phrase	Exclamatory
10	1	____ aims at making people work together for the common good of the organization.	Communication	1	conversation	communication	combination	combination
11	1	Exchange of ideas, knowledge, information, thoughts or emotion between _____ and a _____ through a channel is Communication.	Sender and Receiver	1	Sender and encoder	Decoder and Receiver	Sender and Receiver	Medium and Environment
12	1	The person who transmits the message is called?	Sender	1	receiver	channel	sender	response
13	1	At each stage in the process of communication, there is a possibility of interference which may hinder the process. Such interference is known as?	Barrier	1	receiver	channel	none of them	barrier
14	1	Normally communication is ____, wherein the information or message is transferred from one person to another.	Interpersonal	1	important	personal	impersonal	interpersonal
15	1	____ describes all forms of human communication that are not verbal.	Para language	1	prosody	vocalics	haptics	para language
16	1	What connects the sender to the receiver?	Channel	1	Noise	Channel	communication	feedback
17	1	Straight body posture shows what?	Confidence	1	Professionalism	Humility	Confidence	Pride
18	1	Which of the following is a positive facial expression?	Nodding while listening	1	Looking somewhere else	Staring hard	Nodding while listening	Wrinkled forehead
19	1	Which of the following is not an element of the communication cycle?	Time	1	Channel	Time	receiver	sender
20	1	Which one of these is not a communication barrier?	Habits	1	Language	Culture	Habits	Physical
21	1	Which of the following is NOT a communication barrier?	Financial barrier	1	Financial barrier	Organisational barrier	Linguistic barrier	Interpersonal barrier
22	1	If there is the absence of feedback then it will lead to _____	Communication Barrier	1	Mistrust	Interference	None of the above	Communication Barrier
23	1	Unclear assumptions in communication can lead to ____ and ____.	confusion, misunderstanding	1	lack of planning, physical barriers	confusion, misunderstanding	information overload, selective perception	premature evaluation, poor listening
24	1	The ____ in the usage of words may be a serious barrier to effective communication.	distortion	1	discrimination	distortion	disturbance	disorder
25	1	_____ and _____ act as barriers of communication.	semantic distortions, lack of planning	1	sender, receiver	semantic distortions, lack of planning	channel, message	feedback, the sender
26	1	Using abbreviations in communication leads to which type of communication barrier?	Language/ Linguistic	1	Language/ Linguistic	Physical	Cultural	Organisational
27	1	Which one of the following is the correct sequence of steps in the process of communication?	sender, encoding, message, decoding, receiver, response, feedback	1	sender, encoding, message, decoding, receiver, response, feedback	sender, response encoding, message, decoding, receiver, feedback	sender, decoding, message, encoding, receiver, response, feedback	encoding, receiver, message, response, feedback, the sender
28	1	What can be used to overcome the communication barrier?	Using a translator	1	By writing a letter	Not communicating at all	Using a translator	Using your own language

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29	1	Which of the following is not a level of communication?	Informal	1	Extrapersonal	Interpersonal	Intraprsonal	Informal
30	1	Which of the following is a barrier to effective listening?	Partial listening and distractions	1	Improving communicator's credibility	Using correct amount of redundancy	Partial listening and distractions	Setting communication goals
31	1	The communication between two persons through letters is an instance of.	Interpersonal verbal communication	1	Intrapersonal verbal communication	Intrapersonal nonverbal communication	Interpersonal verbal communication	Inter and intrapersonal communication
32	1	The communication between the living entity and other non-human entity is considered as.	Extra personal communication	1	Extra personal communication	Intrapersonal communication	Interpersonal communication	Both inter and intrapersonal
33	1	All communication events have a	source	1	resource	source	end	decoding
34	1	is mediator is necessary for the mass communication?	True	1	TRUE	FALSE		
35	1	In an organization, which of these is not a type of communication?	Curve	1	Downward	Upward	Curve	Horizontal
36	1	One-way communication is the most democratic way of communication.	False	1	TRUE	FALSE		
37	1	_____ communication is a dictator type communication.	One-way	1	Two-way	One-way	Three-way	None
38	1	Any business house is concerned with _____ communication	external	1	external	internal	dumb opinion	advise
39	1	_____ communication flows from a superior to a subordinate.	Downward	1	Upward	Downward	Horizontal	Diagonal
40	1	Which of these is not a limitations of downward communication?	Casual communication	1	Under communication	Over communication	Casual communication	None
41	1	Which of these moves from the grass root level?	Upward communication	1	Upward communication	Downward communication	Lateral communication	Diagonal communication
42	1	Which of these is the most frequently used channel of communication?	Horizontal communication	1	Upward communication	Downward communication	Horizontal communication	Diagonal communication
43	1	_____ is the process by which the receiver interprets the symbols used by the source of the message.	Decoding	1	Channel	Decoding	Environment	Listing
44	1	Which of these is not a method for upward communication?	Scolding	1	Scolding	Suggestion boxes	Complaints	Open-door policy
45	1	In _____ communication employee may send their work progress report to their manager and share their opinion about their day to day activities.	Upward communication	1	Upward communication	Downward communication	Horizontal communication	Diagonal communication
46	1	Match list – 1 (example of communication barrier) with list – 2 (types of communication barrier) <div> <div>List – 1</div> <div>(examples of communication barrier)</div> <div>(A). Unclear printing in a newspaper</div> <div>(B). Different understanding of the message</div> <div>(C). Passive audience reception of the message</div> <div>(D). Prejudice against certain ethnic groups</div> </div> <div> <div>List – 2</div> <div>(Types of communication barrier)</div> <div>1) Psychological noise</div> <div>2) Cultural stereotyping</div> <div>3) Physical noise</div> <div>4) Semantic noise</div> </div>	(A) – (3), (B) – (4), (C) – (1), (D) – (2)	1	(A) – (4), (B) – (3), (C) – (1), (D) – (2)	(A) – (2), (B) – (1), (C) – (4), (D) – (3)	(A) – (3), (B) – (4), (C) – (1), (D) – (2)	(A) – (3), (B) – (1), (C) – (4), (D) – (2)
47	1	What is the reason for downward communication to be ineffective?	Distortions	1	Distortions	Filtering	None	Procedures
48	1	Which one is a negative feedback statement?	You did not really play well. You have to practise more.	1	Your played well but you can do better	You did not really play well. You have to practise more.	You played very well	You can play better
49	1	Alas! We are ruined now. Identify the sentence type.	Exclamatory	1	Statement	Exclamatory	Interrogative	Negative
50	1	Which one of these is a communication barrier?	All of the above	1	Language	Poor listening skill	Wrong assumptions	All of the above
51	1	In which of these problems, is the actual message lost in the abundance of transmitted information?	Over communication	1	Selecting perception	Over communication	Under communication	Filtering

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52	1	Communication cycle does not include	programming	1	sender	message	receiver	programming
53	1	Verbal communication is based on	Writing skill	1	Body language	Language and tone of voice	Facial expressions	Writing skill
54	1	To understand the message properly the receiver need to _____ the message properly.	listen	1	transmit	throw	listen	Encoding
55	1	What is the final step in the communication cycle?	Feedback	1	Encoding	Decoding	Feedback	Receiving
56	1	One person is communicate with animals, that call Communication	Extra personal communication	1	Interpesonal communication	written communication	Mass Communication	Extra personal communication
57	1	Which method is good for taking leave in the office?	e-mail	1	Website	notices/posters	e-mail	business meetings
58	1	The origin of the word communication is _____.	Communicare	1	Communicate	Communicare	Compute	Compare
59	1	Which of the following is a barrier to effective communication?	Cultural differences	1	Information richness	Cultural differences	Active listening	None of these
60	1	“Two girls talking over a phone” – is an example of....	interpesonal communication	1	written communication	interpesonal communication	small group communication	public communication
61	1	Which is the suitable method to overcome communication barriers?	All the Above	1	Use visuals	Take the help of a translator	Always be respectful in other's opinion	All the Above
62	1	_____ is defined as any unplanned interference in the communication environment which causes hindrance in transmission of message.	Noise	1	Decoding	Feedback	Encoding	Noise
63	1	Which of the following is an example of negative feedback?	Your Dance skill is not really good. You have to practise more.	1	You can dance better.	Your Dance was good but you can do better.	Your Dance skill is not really good. You have to practise more.	None of the above
64	1	Feedback means _____ the receiver's message.	transmission of	1	encoding	decoding	transmission of	ideation of
65	1	Communication always involves words. (true or false)	False	1	False	TRUE	Cant say	
66	1	What is communication? Discuss the process of communication in detail.		7				
67	1	Explain the importance of Feedback in Communication.		4				
68	1	Communication is a two-way process. – Justify the statement.		3				
69	1	Explain the process of communication with the help of its model.		3				
70	1	Discuss about types of communication.		5				
71	1	Explain flow of communication in an organization with proper diagram.Or Write a brief note on: Flow of Communication.		5				
72	1	Define diagonal communication.		3				
73	1	What is encoding in the communication process?		2				
74	1	What is channel or medium in the communication process?		3				
75	1	How communication is important in our daily life?		2				
76	1	What is the difference between general and technical communication?		3				
77	1	During audit of an industry “XYZ”, it was observed that information was not being transferred properly in upward as well as downward flow due to some barriers, identify and enlist these barriers and explain any 2 in detail.		3				
78	1	“The role of receiver and sender keeps on changing in communication.” – Illustrate it.		4				
79	1	Brief various Barriers to Communication.		3				
80	1	Give the barrier which occurs due to inappropriate transition of words between two or more people and also list any five causes of it.		3				
81	1	What are the causes which leads to intrapersonal barriers?		3				

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82	1	What are the causes which leads to interpersonal barriers?		3				
83	1	Write down the common communication barriers you may come across when you move to a new city or country.		3				
84	1	Explain about organizational barriers.		4				
85	1	Explain significance of intercultural and interpersonal communication in professional life.		3				
86	1	What is extrapersonal communication?		2				
87	1	What is Interpersonal communication?		2				
88	1	What is Intrapersonal communication?		2				
89	1	Discuss in detail about organizational communication.		4				
90	1	Explain about mass communication.		3				
91	1	Do you think communication is very important key in getting success in professionalism? Support with your justification.		3				
92	2	Which type of words should be used for good communication?	Simple	1	Acronyms	Technical	Simple	Jargons
93	2	Sending a letter is which type of communication?	Writing	1	Writing	Speaking	Listening	Reading
94	2	Written communication can be classified in which type of communication?	Verbal	1	None of these	Non-verbal	Verbal	Visual
95	2	The abilities to communicate properly are _____	all of these	1	read	write	speak	all of these
96	2	Oral communication is based on _____	Listening and Hearing	1	Body language	Language and tone of voice	Facial expressions	Listening and Hearing
97	2	Which one of the following is a paralinguistic cue in communication?	Pitch	1	Facial expression	Gesture	Pitch	Eye contact
98	2	Visual communication are dependent on what factors?	Signs, symbols and pictures	1	Text messages	Posture	Signs, symbols and pictures	Body language
99	2	A word used to express emotion and is often followed by an exclamation mark is called _____	Interjection	1	Interjection	Adverb	Conjunction	Preposition
100	2	_____ is an instance of non-verbal communication.	Proximity	1	An e-mail	Proximity	A speech	A notice
101	2	Which of the following statement is true about communication?	7% communication is done using words	1	5% communication is done using voice, tone, pauses, etc.	7% communication is done using words	50% of our communication is non-verbal	20% communication is done using body movements, face, arms, etc
102	2	Non-verbal communication includes all external stimuli apart from words uttered.	True	1	True	FALSE		
103	2	Which one of these is not an Oral Communication?	Letter	1	Letter	Group Discussion	Deliver Speech	Presentation
104	2	Which of these is the greatest means of conveying information?	Words	1	Writing	Signs	Words	Pictures
105	2	Personal appearance is an element of non-verbal communication.	True	1	True	FALSE		
106	2	Which of these is not an element of non- verbal communication?	Name of the speaker	1	Personal appearance	Posture	Eye contact	Name of the speaker
107	2	Which of these is the main element of paralinguistics?	The volume of the speaker	1	Age of the speaker	The volume of the speaker	Name of the speaker	Name of the listener
108	2	In letter writing, ____ indicates to the reader of the letter what the ____ is about	subject, letter	1	subject, letter	subject, notice	salutation, letter	body, memo
109	2	1. In oral communication, there is a possibility of immediate response. 2. If one wants to have effective communication, one should be egoistic. 3. Oral communication always saves time. 4. Oral communication implies communication through mouth.	true, false, false, true	1	true, false, false, true	false, true, true, false	true, true, false, false	false, false, true, false
110	2	Which one of the following is not true about Technical communication?	None of the above	1	Contain technical message	Mostly formal in style	Follows a set pattern	None of the above

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111	2	The study of body language is called _____	Kinesics	1	Verbal Communication	Written communication	None of the above	Kinesics
112	2	Showing direction to a group requires the following quality _____	Leadership	1	Good appearance	Leadership	behavioural problems	Ability to Work Independently
113	2	Kinesics	includes all of the above.	1	includes gestures.	includes eye contact.	includes facial expressions.	includes all of the above.
114	2	Smiling a lot to convince people you are friendly, nodding to appear interested, and dressing to look professional are all types of nonverbal behavior that could be used for	All of these are correct.	1	identity management.	defining the relationship.	expressing attitudes and feelings.	All of these are correct.
115	2	One difference between verbal and nonverbal communication is that verbal communication is	usually deliberate	1	more multidimensional	usually continuous	more ambiguous	usually deliberate
116	2	Who coined the term kinesics?	Ray Birdwhistell	1	Ray Birdwhistell	Daniel Lerner	Wilbur Schramm	Robert Frost
117	2	Which of these statements almost always requires verbal communication and would be difficult to express nonverbally?	"The recent budget fiasco could have been prevented by better statistical analysis."	1	"I'm tired and bored."	"The party is exciting to me, and I'm enjoying it."	"The recent budget fiasco could have been prevented by better statistical analysis."	"I'm in love with you and want to be near you."
118	2	With regard to touch, which is true?	Touch can communicate various messages ranging from aggression to affection.	1	Babies have never died from lack of touch.	Touch is related to physical functioning but not mental functioning.	Touch seems to decrease people's compliance with requests.	Touch can communicate various messages ranging from aggression to affection.
119	2	If someone has a trouble speaking, for example had a stroke, what should you do?	Allow them time to answer	1	Allow them time to answer	Give them paper so they can write it down	Guess what they are trying to say	Use other forms of communication
120	2	Which of the following is NOT a form of non-verbal communication?	Written communication	1	Body language	Telepathy	Written communication	Facial expressions
121	2	What is proxemics?	Study of space in communication	1	Study of eye behavior	Study of space in communication	Study of body movements	Study of touching
122	2	Between a speaker and a listener, the closest zone of personal space possible is:	intimate	1	intimate	public	personal	social
123	2	By choosing to speak from the floor instead of the dais, a speaker can show the audience a sense of:	equality	1	closeness	equality	informality	respect
124	2	Scenario: You ask a co-worker if they can help you with a client, they cross their arms and roll their eyes but do not say anything. Have they communicated?	Yes, they have used non-verbal communication	1	Yes, they have used non-verbal communication	No, when they answer you they will have communicated back, completing two-way communication	No, at this stage it is one-way communication	Sort of, you won't really know until they answer though
125	2	If you are talking directly to a person and you can see them, what is this called?	Face to face communication	1	Talking	Body language	Face to face communication	Interaction
126	2	Using your whole body to communicate is called what?	Body language	1	Miming	Exuberant communication	Full communication	Body language
127	2	If you cross your arms when talking to someone , what are you doing?	Putting your body in a closed position	1	Putting your body in an open position	Putting your body in a closed position	Showing that you are really listening	Putting your body in a defensive position
128	2	Which of the following is an exclusive example of non-verbal cues that includes the pitch, rate, volume, and pace?	Paralinguistic	0.5	Kinesics	Proxemics	Paralinguistic	Chronemics
129	2	Sitting in a position where you are below a person, looking up is a sign of what?	You are weaker than the other person	1	You are showing respect to their Mana	You are weaker than the other person	You think you should give them more power	You think you are more powerful than them

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130	2	Paralanguage is a kind of non-verbal communication that refers to:	the tone of voice, speed of speech, and hesitation	1	the tone of voice, speed of speech, and hesitation	actual words	body language	personal space
131	2	The volume of speaker must be	Moderate	1	Moderate	too soft	too loud	depends on the mood
132	2	Which of the following should NOT be used in a negative situation where you wish to avoid blaming the audience?	Hidden negatives	1	Hidden negatives	the you-attitude	Passive verbs	None of these
133	2	_____ means the frequency of the speech.	Pitch	1	Volume	Pace	Pitch	Pause
134	2	Our dress code is an example of _____ communication.	Non verbal	1	Verbal	Written	Spoken	Non verbal
135	2	Which of these is the best pace to utter a speech?	150 words per minute	1	50 words per minute	180 words per minute	220 words per minute	150 words per minute
136	2	Effective voice modulation may attract audience to attend seminar with more conciousness.	True	1	True	FALSE		
137	2	Good orators have the skill oif using single soft pitch at different time to attract attention of listeners.	False	1	True	FALSE		
138	2	Define: Chronemics	It refers to the study of how time affects communication.	1	It refers to the study of how time affects communication.	It refers to the study of how voice affects communication.	It refers to the study of how the tone of voice, speed of speech, and hesitation	None of these
139	2	Which of the following is an example of oral communication?	Phone call	1	Newspapers	Letters	Phone call	e-mail
140	2	Pointing finger to something is an example of.....	Gestures	1	Expressions	Gestures	Body Language	Para Language
141	2	Which of the following includes the tone, speed and volume of voice	Para Language	1	Eye Contact	Body Language	Para Language	Gestures
142	2	Which one is included to manage difficult or unpleasent communication in organization?	avoid communication	1	Change your mind	avoid communication	Show anger	None of these
143	2	In which communication a person cares above someone needs or feelings?	Assertive communication	1	Assertive communication	Aggressive communication	Passive communication	Persuasive communication
144	2	When a person signal someone to be quiet without speaking, by raising his/her finger and placing it vertically across his/her lips, this is an example of _____.	Gesture	1	Eye contact	Gesture	Posture	Paralinguistic
145	2	What does it mean when someone bites nails?	He/She is anticipating	0.5	He/She is happy.	He/She is sad.	He/She is anticipating.	He/She is confident about something.
146	2	_____ is the technical name for what and how body movements communicate.	Kinesics	0.5	Kinesics	Proxemics	Paralinguistic	Chronemics
147	2	If someone leans toward you when they say something	They are emphasizing a point	0.5	They like the smell of your perfume.	They are emphasizing a point.	They want to leave the conversation as soon as possible.	They want to see you properly.
148	2	In most countries, It is OK for a boss to be late for a meeting but not for the subordinates.	True	1	True	FALSE		
149	2	Which of these is a chronemic message that indicates status?	Employees are rarely late for appointments with their supervisors, although supervisors may be late without penalties.	1	Bosses dress more formally than employee	A person conducting an interview is usually conveying a less rigid posture than that person being interviewed	Students sit far apart at library tables to indicate their wish to study, not converse.	Employees are rarely late for appointments with their supervisors, although supervisors may be late without penalties.
150	2	Straight body posture shows what?	None of these	1	Professionalism	Humility	Nervousness	None of these

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151	2	Visual communication are dependent on what factors?	Signs, symbols and pictures	1	Text messages	Signs, symbols and pictures	Email	Kinesics
152	2	The physical appearance f a person has the first impact on others	True	1	True	FALSE		
153	2	Which of the following is a positive facial expression?	None of these	1	Nodding while speaking	Staring hard	Looking somewhere else	None of these
154	2	Eye contact is not necessary for the effective communication.	False	1	True	FALSE		
155	2	Classify time for chronemics.	Time can be classified into several different categories, including biological, personal, physical, and cultural time	1				
156	2	Write down importance of posture in non-verbal communication.		2				
157	2	Write down about intimate zone of proxemics.		3				
158	2	What are the different kinesics attributes a candidate can use to generate a strong impression for personal interview? Explain any 2 in details.		3				
159	2	Explain the term 'kinesics' and its components - facial expressions, gestures, postures and eye contact.		4				
160	2	How eye contact can be an effective tool for the communication.		2				
161	2	Downward or Upward, Which communication will you prefer in your organization and why?		5				
162	2	Discuss in brief about How physical appearance can impact on candidate's interview.		2				
163	2	What are the 4 types of proxemics?		2				
164	2	Discuss about importance of proxemics with respect to its effects on communication.		4				
165	2	What is pace according to paraliguistic features?		2				
166	2	What is pitch?		2				
167	2	State and explain any five nonverbal aspects of our voice.		5				
168	2	How pauses in the speech are important for effective communication?		2				
169	2	How wrong pronunciation may lead to the ultimate confusion?		2				
170	2	Discuss Chronemics in Communication		2				
171	2	Do you think proxemics should be considered as important in non-verbal communication? why? Illustrate with figure.		2				
172	2	What is more important eye contact or the facial expression while communicating? Explain in detail.		3				
173	2	Explain the importance of paralinguistic features with special reference to delivering a presentation.		3				
174	3	_____ involves treating people like objects.	Impersonal communication	1	Interpersonal communication	Impersonal communication	Objective communication	Human communication
175	3	When you e-mail, fax, talk on the phone and participate in electronic chat rooms, you are engaging in	mediated interpersonal communication	1	mediated impersonal communication	mediated human communication	mediated interpersonal communication	mediated intrapersonal communication

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176	3	The communication principle “interpersonal communication is irreversible” means_____	All of these	1	once communication begins, it never loops back on itself	once created, communication has the physical property of matter;	once a word goes out of your mouth you can never swallow it again	All of these
177	3	When you become “other oriented”, you _____.	All options are correct	1	take a submissive position in your relationship with others	assume that others are always right	encourage others to give you direction.	consider the needs, motives and desires of others while maintaining your own integrity
178	3	_____ Communication is a dictator type communication	One-way	1	Two-way	One-way	Three-way	Five-way
179	3	If someone is focused on pleasing other people and avoiding all conflicts, which communication style is it?	Submissive Communication	1	Aggressive Communication	Assertive Communication	Submissive Communication	Persuasive Communication
180	3	Which is NOT true of assertive communication?	It ensures that communicators can always get what they want.	1	It expresses feelings clearly and directly.	It does not judge or dictate to others.	It treats others with respect and dignity.	It ensures that communicators can always get what they want.
181	3	When you use an assertive message, the text stresses that you	choose the best order for your particular situation and goal..	1	choose the best order for your particular situation and goal..	put the message in the order given in the text.	keep each element in a separate sentence.	put intentions first so you're not seen as manipulative.
182	3	"avoiding direct or clear communication, making excuses.", is which kind of communication?	Passive aggressive	1	Assertive	Aggressive	Passive	Passive aggressive
183	3	Define nature of communication: "I will not tolerate this mistake again"	Aggressive	1	Assertive	Aggressive	Passive	Passive aggressive
184	3	A style in which individuals have developed a pattern of avoiding expressing their opinions or feelings, protecting their rights.	Passive aggressive	1	Assertive	Aggressive	Passive	Passive aggressive
185	3	Define nature of communication: " No, I am not busy on Tuesday, but I want to keep it that way."	Assertive	1	Assertive	Aggressive	Passive	Passive aggressive
186	3	Define nature of communication: " I'll go with whatever the group decides."	Passive	1	Assertive	Aggressive	Passive	Passive aggressive
187	3	Having or showing a confident and forceful personality.	Assertive	1	Assertive	Aggressive	Passive	Passive aggressive
188	3	"Not sharing your honest view when asked.", is which kind of communication?	Passive aggressive	1	Assertive	Aggressive	Passive	Passive aggressive
189	3	Define nature of communication: Where a person Interrupts and talks over people	Aggressive	1	Assertive	Aggressive	Passive	Passive aggressive
190	3	Three Styles of Communication are:	Aggressive, passive, and assertive	1	Aggressive, Active Listening, communication	Aggressive, passive, and assertive	Passive, “I” Messages, Assertive	None of the above
191	3	Persuasive communication aims to change:	feelings and behaviours	1	feelings and behaviours	experiences	communication style	body language
192	3	Which of the following is NOT an example of a factor that influences persuasive communication?	The message aims to change feelings, not beliefs	1	The person receiving the message has a low self-esteem	The message aims to change feelings, not beliefs	The message is easy to understand	The message provokes fear
193	3	If a message is simple, people are more susceptible to persuasive when_____	They are distracted by some events	1	Likeability	They are distracted by some events	Credibility of the source.	None of the above
194	3	When a person states his/her position in a firm but positive manner is	Assertive	1	Assertive	Aggressive	Passive	Passive aggressive

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Sr. No.	unit_number	question_text	answer_text	marks	option1	option2	option3	option4
195	3	"Avoiding direct or clear communication, making excuses." is which kind of communication?	Passive aggressive	1	Assertive	Aggressive	Passive aggressive	None of these
196	3	A person who has a tendency to give up, or give in without standing up for their rights and needs	Passive	1	Assertive	Aggressive	Passive	Passive aggressive
197	3	Which communication style is the most effective?	Assertive	1	Assertive	Aggressive	Passive	None of the above
198	3	Interpersonal communication _____	All of the above	1	is the communication that takes place between individuals who have a relationship between them.	It occurs when messages are sent and received and when meanings are assigned to such messages.	It may be affected by noise, follow a context and contain chance of feedback.	All of the above
199	3	Which of these is true of persuasion?	It is usually incremental.	1	It is unethical.	It is usually incremental.	It is coercive.	It is linear or one-way.
200	3	A first step in adapting to most audiences is to	establish common ground..	1	organize your material with your toughest area of disagreement first.	use humor.	establish common ground..	demonstrate how your view supersedes their view.
201	3	Indirect persuasion would be most appropriate for someone who is	talking to a group of atheists about the merits of religion.	1	talking to a group of atheists about the merits of religion.	talking to a group of teachers about the value of education.	talking to students who are in class on time about the importance of promptness over tardiness.	talking to a group of nonsmokers about the dangers of smoking.
202	3	In international business, the trend to “go local” has led to local people and foreign experts performing as:	a team	1	trainee and trainer	hosts and guests	a team	workers and employers
203	3	Culture is embedded in our	minds	1	beliefs	minds	expressions	gestures
204	3	An individual’s behaviour in a foreign society becomes noticeable when it _____ in relation to the foreign culture.	deviates	1	deviates	overlaps	irritates	conforms
205	3	The aim of cross-cultural communication training is to	create strong cultural ties	1	improve behaviour	give social status	develop business etiquette	create strong cultural ties
206	3	Shared expectations of behaviour that are considered to be culturally and socially desirable and appropriate.	Norms	1	Norms	Values	Customs	Beliefs
207	3	The transmission of culture - such as traditions, values, language, symbols, cultural traits, beliefs and normative behaviour - across and between generations in society.	Cultural Transmission	1	Cultural Translation	Cultural Transmission	Enculturation	Acculturation
208	3	Zeel just shared an idea for your group project. You like it, but have more to improve the project. You say , “that’s a good idea! I have another idea on how we can make it even better.” You are being :	Assertive	1	Aggressive	Assertive	Passive	Passive aggressive

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209	3	Its lunch time and you ask for a cheese sandwich but you receive a burrito instead. How do you respond assertively?	Respond by saying you asked for a cheese sandwich and would like that instead. Using words like please and thank you	1	Respond by saying you asked for a cheese sandwich and would like that instead. Using words like please and thank you	Yell at the worker and say "You messed up my order!"	Say nothing. Accept the burrito and sit down to eat	You don't say anything to waiter instead you start yelling at your friend who is having lunch with you.
210	3	An approach to cultural diversity in society that promotes the view that cultural difference should be respected and even encouraged and supported. Cultural groups can live together harmoniously, each contributing to an enriching of the whole society.	Multiculturalism	1	Multiculturalism	Assimilation	Cultural Diversity	Modernisation
211	3	"I don't know what my rights are"- This statement comes from.....Communication	Passive communication	1	Assertive communication	Passive communication	Aggressive communication	Persuasive communication
212	3	_____ messages have more or less same meaning for the audience.	Denotative	1	Denotative	Complex	Connotative	Abstract
213	3	An expression of the values that help us to understand our past, make sense of the present, and express a continuity of culture for the future.	Cultural Heritage	1	Cultural Transmission	Enculturation	Cultural Heritage	Acculturation
214	3	Define nature of communication: " I'll go with whatever the group decides."	Passive	3	Passive	Assertive	Aggressive	Persuasive
215	3	"Where individuals clearly state their opinions and feelings, and firmly advocate for their rights and needs without violating the rights of others". Define nature of communication:	Assertive	1	Assertive	Aggressive	Passive	Persuasive
216	3	Verbal and nonverbal interactions between two or more interdependent individuals represent interpersonal communication.	True	1	True	FALSE		
217	3	Interpersonal communication is a purposeful and focused interaction that can be used to accomplish a variety of purposes. Such purposes include:	All of the above	1	To learn	To connect	To inspire and support	All of the above
218	3	Ways to improve interpersonal communication include:	All of the above	1	Smile, Bridging gaps, Resolve conflicts	Encourage others, Communicate clearly, Stop complaining	Have courtesy for others and Active listening, Humour.	All of the above
219	3	Who is Uncritical thinkers?	All of the above	1	Often fall victim to ways that are uncertain, imprecise, inaccurate etc.	Pretend that they know more than what they do and disregard their limitations.	Tend to get involved in "group think", uncritically following the crowd.	All of the above
220	3	What is Creative thinking?	All of the above	1	With creative thinking you can find wrong questions.	Creative thinking tries to create something new.	Creative thinking is expansive.	All of the above
221	3	Characteristics of a creative thinker include: I. creative thinker is always curious and looks at problems as opportunities. II. He/She enjoys taking challenges and is comfortable with imagination. III. creative thinker challenges assumption and does not give up that easily. IV. Creative people are self-governing and free in their judgments, and are self-assertive, dominant, impulsive, prefer complexity, etc. V. They develop the ability to deal with ambiguity and unstructured problems.	All of the above	1	(I) and (III) only	(I) (III) and (V) only	None	All of the above

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222	3	Critical thinking	Both A&B	1	Critical thinking is the thinking procedure we follow in order to reflect on, measure and evaluate the assumption fundamental to our own and others' ideas and efforts.	It is the intellectually controlled process of vigorously and proficiently conceptualizing, applying, analysing, synthesizing and/or evaluating information gathered from, or generated by, observation, experience, reflection, reasoning or communication	Both A&B	None
223	3	What are some examples of difficult conversations at work?	All of the above	1	Asking for a pay increase.	Receiving a disappointing performance evaluation.	Working with a weak co-worker.	All of the above
224	3	Which of the following practices indicates that an organizational culture does NOT value equality and individualism?	You may only report concerns and issues to your immediate supervisor	1	You are encouraged to contribute and discuss ideas	There is a great deal of interaction between upper management and line employees	There does not seem to be a strict chain of command	You may only report concerns and issues to your immediate supervisor
225	3	If an audience is resistant to a change you are suggesting, a good approach is to	begin the message with something both you and the audience can agree upon	1	be as ambiguous as possible to avoid offending the members of the audience	begin the message with something both you and the audience can agree upon	try to convince the audience that you have the only perfect solution	deliver all aspects and details about the message at once to get it all out in the open
226	3	A written message is preferable to an oral one when you want to	present extensive and complex data	1	modify plans	present extensive and complex data	resolve conflicts and build consensus	get immediate action or response.
227	3	Which of the following should NOT be used in a negative situation where you wish to avoid blaming the audience?	hidden negatives	1	hidden negatives	the you-attitude	passive verbs	impersonal expressions
228	3	All of the following are techniques for creating positive emphasis EXCEPT	putting bad news at the beginning of a message to get it over with.	1	justifying negative information by providing reasons and explanations.	focusing on what the audience can do rather than on limitations.	avoiding words with negative connotations	putting bad news at the beginning of a message to get it over with.
229	3	In which of the following situations would using the word "you" typically NOT be appropriate?	When correcting a subordinate for not completing a task properly	1	When commending an employee for a job well done	When correcting a subordinate for not completing a task properly	When congratulating a colleague on a promotion	When requesting budget information from the accounting department
230	3	Which of the following sentences would be considered the HIGHEST level of politeness?	Would you please submit your budget request to me by January 31st?	1	Would you please submit your budget request to me by January 31st?	Your budget request must be on my desk by January 31st .	Please submit your budget request to me by January 31st.	Submit your budget request to me by January 31st .
231	3	If you ask your co-worker Steve to give you feedback on a document, he might address all of the following questions with you EXCEPT:	How many hours did you spend on the actual writing?	1	Is your pattern of organization appropriate?	Is the writing style clear and easy to follow?	How many hours did you spend on the actual writing?	Did a revision that you made solve an earlier problem?
232	3	Why is it important to have difficult conversations in the workplace?		4				
233	3	How do you hold a meeting with a difficult employee?		4				
234	3	How do you tell an employee they are not right for the job?		4				

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235	3	How to Handle Difficult Conversations at Work?		7				
236	3	What is submissive attitude?		2				
237	3	What is Assertive Communication? Explain with its characteristics.		3				
238	3	What are the steps to analyse persuasive communication?		3				
239	3	If you are a manger in a company and one of the employees is not willingly to understand your saying, how will you communicate and make him understand the case being a manager.		2				
240	3	What kind of barriers can arise if two persons are belonging from different cultures?		3				
241	3	State some characteristics of person doing assertive communication.		2				
242	3	How can we improve intercultural communication?		3				
243	4	What are the skills needed to perform face to face communication?	Verbal and non-verbal skills	1	Verbal and written skills	Verbal and non-verbal skills	No Skills are needed	Non-verbal and written skills
244	4	In the study of communication, noise is best defined as ?	anything that interferes with the message being heard or understood	1	thoughts that distract the listener	people interrupting someone who is thinking	anything that interferes with the message being heard or understood	discussing things that are off the main topic
245	4	How much listening effect on our communication?	40-70%	1	20-35%	25-40%	40-70%	5-15%
246	4	_____ is not the step of listening process	Misinterpreting	1	Responding	Misinterpreting	To stop talking	Receiving
247	4	Which of these is the first step in the listening process?	Stop talking	1	Stop talking	Receiving	Responding	Interpreting
248	4	Which of the following is the third step of listening?	Interpreting	1	Stop talking	Receiving	Responding	Interpreting
249	4	_____ is the last step of listening process?	Responding	1	Stop talking	Receiving	Responding	Interpreting
250	4	A successful manager should be a trained listener?	TRUE	1	TRUE	FALSE		
251	4	Which of these should be avoided for effective listening?	Predicting	1	Pre-listening analysis	Predicting	Listening to structured talks	Team listening
252	4	An active listener focuses attention on	the information	1	the evaluation	the information	the speaker	the event
253	4	Which one quality will NOT make you good listener?	Jump to conclusions.	1	Your senses have good reception	You're curious.	You ask the right questions	Jump to conclusions.
254	4	Which one is the main component of listening?	Hearing	1	Writing	Speaking	Hearing	Reading
255	4	In which of these does the listener pick up special features?	Listening in conversation interaction	1	Listening in conversation interaction	Predicting	Team listening	Listening to structural talks
256	4	Which of these should be avoided while note taking?	Evaluation	1	Evaluation	Listening	Using phrases	None of these
257	4	What is Active Listening?	Indicating to the sender that you understood the message	1	Indicating to the sender that you understood the message	Simply takes in the words and offers no sign of hearing or understanding	Indicating to the receiver that you understood the message	Team listening
258	4	To hear something means your are listening	FALSE	1	TRUE	FALSE		
259	4	The more interested you are in something, the more likely you will listen	TRUE	1	TRUE	FALSE		
260	4	The self-absorbed listener is primarily focused on _____	Their need	1	Their need	Focus on what teacher says	Listen carefully	Responding
261	4	Hearing means perceiving with ears.	TRUE	1	TRUE	FALSE		
262	4	If you are talking then you are also listening	FALSE	1	TRUE	FALSE		
263	4	Which of these is not a type of listening?	Musical listening	1	Focused listening	Musical listening	Appreciative listening	Superficial listening
264	4	Which of these types of listening lacks depth?	Superficial listening	1	Focused listening	Musical listening	Appreciative listening	Superficial listening
265	4	In which of these types of listening, does the listener feel grateful?	Appreciative listening	1	Focused listening	Musical listening	Appreciative listening	Superficial listening

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266	4	Which of these types of listening is followed by skilled listeners?	Evaluative listening	1	Focused listening	Evaluative listening	Attentive listening	Empathetic listening
267	4	In which of these, the listener puts himself in place of the speaker?	Empathetic listening	1	Focused listening	Evaluative listening	Attentive listening	Empathetic listening
268	4	Active listening involves responding in what three ways?	Mentally, verbally and non-verbally	1	Feeling, understanding and thoughts	Mentally, verbally and non-verbally	Content, feeling and thought	Thoughts, skills and understanding
269	4	What type of listening is most appropriate when you want to acknowledge a member's effective language skills, use of humor, or skillful presentation of arguments?	Appreciative listening	1	Appreciative listening	Analytical listening	Comprehensive listening	Empathic listening
270	4	Suppose your group suggests having a meeting on Saturday morning. Neeta seems upset. You want to understand how she feels about the proposed meeting. When she explains her concerns, you should focus your efforts on	Empathetic listening	1	Empathetic listening	Analytical listening	Appreciative listening	Discriminative listening
271	4	You can become a more empathic listener by	Doing all of the above	1	Focusing on the speaker, not yourself	Avoiding talking about your own experiences and feelings	Monitoring your feedback to show concern	Doing all of the above
272	4	What type of listening is most appropriate when you want to accurately understand the meaning of group members' spoken and nonverbal messages?	Comprehensive listening	1	Comprehensive listening	Empathic listening	Analytical listening	Appreciative listening
273	4	Which of the given below statements is/are false? 1)To hear something means you are listening 2)The more interested you are in something, the more likely you will listen. 3)Hearing means perceiving with ears. 4)If you are talking then you are also listening	Both 1 & 4	1	Only 1	Both 1 &3	Both 1 & 4	None of these
274	4	Which of the following is not a deterrent to the listening process?	None of these	1	Lack of interest	Ego	Fear	None of these
275	4	When you watch a television which skill is much more required?	Active Listening skills	1	Writing	Reading	Analyzing skills	Active Listening skills
276	4	To clarify a point, one can simply paraphrase what the speaker has said and enquire from the speaker whether one has heard it accurately which type of trait is this?	Paraphrasing	1	Being non evaluating	Paraphrasing	Reflecting implications	Reflecting hidden feelings
277	4	When a psychiatrist listens to her subject, she employs_____ listening.	Empathetic listening	1	Appreciative listening	Empathetic listening	Critical listening	Comprehensive listening
278	4	Listeners can show active interest by adopting certain postures and sending nonverbal signals that communicate their interest in what the speaker is saying. What type of trait it is?	Responding non verbally	1	Being non evaluative	Paraphrasing	Reflecting Implications	Responding non verbally
279	4	Is in listening process the listener should avoid the physical distraction?	TRUE	1	TRUE	FALSE		
280	4	You can become a more effective analytical listener by	Evaluating the quality of arguments and evidence	1	Paying attention to the clarity of a member's words	Evaluating the quality of arguments and evidence	Maintaining a strong belief in your own position	Doing all of the above
281	4	What type of listening is most appropriate when you want to form appropriate opinions about the content of a message?	Comprehensive listening	1	Appreciative listening	Analytical listening	Comprehensive listening	Empathic listening
282	4	Two committee members make significantly different recommendations for the date and format of the company's annual picnic. Which type of listening will help you decide which suggestion to support?	Analytical listening	1	Appreciative listening	Analytical listening	Comprehensive listening	Empathic listening
283	4	Analytical listening is an another name of which type of listening?	Critical Listening	1	Comprehensive listening	Focused Listening	Empathetic Listening	Critical Listening
284	4	Which of the following is not a quality of a good listener?	Interrupting	1	Paraphrasing	Responding non-verbally	Being non evaluative	Interrupting

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285	4	Which of the following should be avoided in effective listening?	Predicting	0.5	Predicting	Listening to structured talks	Critical thinking	Responding to speaker
286	4	When the purpose is to accept or reject the message or to evaluate it analytically, one requires to focus on	Critical Listening	1	Hearing	Appreciative listening	Empathetic Listening	Critical Listening
287	4	A lecture is being delivered by faculty on a very crucial subject. And students are asked to take notes for preparation purposes. So students should focus their efforts on	Comprehensive listening	1	Hearing	Appreciative listening	Empathetic Listening	Comprehensive listening
288	4	Which one quality will NOT make you bad listener?	You stay authentic	1	Interrupt the speaker.	Have a wandering mind and/or gaze.	Don't check understanding.	You stay authentic
289	4	Which of these is not a barrier to listening?	Written barrier	1	Physical barrier	Cultural barrier	Linguistic barrier	Written barrier
290	4	Which is the main barrier to listening?	Physical barrier	1	Physical barrier	Cultural barrier	Linguistic barrier	Physiological barrier
291	4	When people take extreme positions what is it called?	Polarisation	1	Fear	Halo effect	Polarisation	Emotions
292	4	Which of these occur because of difference in language?	Linguistic barrier	1	Physical barriers	Linguistic barrier	Cultural barrier	Speech decoding
293	4	Barriers which are caused because of different meanings of a word to different people is called	semantic distortions	1	semantic distortions	physical barriers	Cultural barrier	different perception
294	4	Which of these barriers occur when people belong to different religious backgrounds?	Cultural barrier	1	Physical barrier	Cultural barrier	Linguistic barrier	Written barrier
295	4	Suppose your group suggests having a meeting on Saturday morning. Neeta seems upset. You want to understand how she feels about the proposed meeting. When she explains her concerns, you should focus your efforts on	Empathetic listening	1	Analytical listening	Appreciative listening	Empathetic listening	Discriminative listening
296	4	The first step is to realize that effective listening is an active, not a passive, process.	TRUE	1	FALSE	Might be true	Might be false	TRUE
297	4	Listening to a salesperson before making a purchase or listening to politicians making their election campaign speech involves _____ listening	Critical listening	1	Comprehensive listening	Empathetic listening	Appreciative listening	Critical listening
298	4	Which are the potentials of good listeners?	All of these	1	Being non evaluative	Paraphrasing	Reflecting implications	All of these
299	4	A person speaks _____ words per minute by human brain.	130-150	1	130-150	5-10	15-35	45-85
300	4	A comedian, motivational speaker and entertainer gives the show which type of listening is considered?	Appreciative listening	1	Comprehensive listening	Appreciative listening	Empathetic listening	Critical listening
301	4	When someone is giving you directions to find the location of a place, _____ listening is required to receive and interpret the message	Comprehensive listening	1	Critical listening	Creative listening	Comprehensive listening	Appreciative listening
302	4	List out all the traits of good listener and explain any one in detail.		2				
303	4	How much poor listening skills can cost your business/job?		3				
304	4	Paul was giving the lecture on economical crises and peter was sitting in the audience. Peter was listening each and every thing. So state the characteristics which can be there in him?		2				
305	4	What is the difference between listening and hearing?		2				
306	4	What are some great characteristics of Good Listener?		4				
307	4	What are some aspects of bad listeners?		4				
308	4	Explain how hearing is different from listening process with example		2				
309	4	Discuss in detail about the barriers of effective listening?		5				
310	4	Discuss various barriers to listening. Give examples to show how these barriers affect our listening.		5				

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311	4	What is common between listening and hearing?	The biggest similarity between listening and hearing is that both use your ears.	1				
312	4	Define: listening	Listening uses different senses, like the sense of hearing, seeing, or sense of touch.	1				
313	4	Define: Hearing	Hearing is a skill where you use your ears only. It is one of the five senses.	1				
314	5	What does an upright (straight) body posture convey or show?	Confidence	1	Pride	Professionalism	Confidence	Humility
315	5	Which of these is NOT an appropriate non-verbal communication at work?	Keeping hands in pockets while talking	1	Tilting head a bit to listen	Keeping hands in pockets while talking	Sitting straight	Talking at moderate speed
316	5	Ravi’s customer comes to his store and starts shouting at him. He does not get angry. He listens to what his customer is saying. He is _____	patient	1	confident	prying new ideas	hardworking	patient
317	5	Susheela decides to sell her company tyres in Sri Lanka. It does not sell and she has a loss. She apologises to the people who work for her. She says she will plan better next time. She.....	takes responsibility for your mistakes	1	thinks before making a decision	does not give up	takes responsibility for her mistakes	is creative
318	5	One of the great tools that are used to handle complaining customers is the technique of BLAST. The acronym stands for:	believe, listen, apologize, satisfy, thank	1	believe, listen, apologize, suggest, thank	believe, listen, apologize, satisfy, thank	believe, list, apologize, satisfy, thank	believe, listen, apologize, satisfy, treat
319	5	Which of the following factors influence our choice of words when we speak to someone? 1.context 2.climate 3.The person we are speaking to 4.The place of conversation	1,3,4	1	1,4	1,3,4	1,3	2,3
320	5	What is Negotiation?	All of the above	1	Negotiation can be defined as a basic means of getting what you want from others	It is back-and-forth communication designed to reach an agreement	Negotiation is a method by which people settle differences. It is a process by which compromise or agreement is reached while avoiding argument and dispute	All of the above
321	5	The various stages of the negotiation process are: I.Preparation and Planning II.Definition of Ground Rules III.Clarification and Justification IV.Bargaining and Problem Solving	All of the above	1	(I) and (IV) only	(I) (IV) and (V) only	All of the above	None

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322	5	The ability to negotiate requires a blend of interpersonal and communication skills used together to achieve the desired result. Which of the following are the traits of an effective negotiator?	All of the above	1	Negotiators must have the skills to analyse a problem to determine the interests of each stakeholder in the negotiation.	Effective negotiators are able to listen actively to other parties during the debate, reading their body language as well as listening to the verbal communication.	Effective negotiators are able to maintain good working relationships with those involved in the negotiation process.	All of the above
323	5	Some of the measures that a skilled negotiator may adopt to avoid a deadlock in the final stages of negotiations include:	Both A&B	1	Offer a comprehensive and convincing explanation of the reasons why the concessions sought by the other party cannot be accepted.	Express willingness to review the matter or concessions or benefits sought by the other party, in the future.	Both A&B	None
324	5	Low risk negotiation techniques include:	All of the above	1	Silence – This can be effective and shift the power to the one being silent. Be careful not to provoke anger or frustrate the other parties.	Oh poor me –This approach could lead to sympathy although may as easily bring out the aggressive and killer instinct nature in the other party.	Address the easy points first – this can help build trust and momentum towards the more challenging issues.	All of the above
325	5	Kartik, owner of the well established business comes in contact with Raj, owner of startup. Kartik ask for a deal that is not preferable by Raj. But for the purpose of making a long term relation Raj accepts the deal. _____ type of negotiation is being conducted in this condition by Raj.	Compromising	1	Avoiding	Collaborating	Competing	Compromising
326	5	High risk negotiation techniques include:	All of the above	1	Take it or leave it– This is a highly aggressive strategy that may produce anger or frustration in the other parties.	Waiting until the final moment – This technique involves using stalling tactics knowing the deadline is near.	Losing the temper – This is actually a sign of weakness and can be interpreted as unprofessional and potentially manipulative. It is more likely to lead counterparties to harden their position.	All of the above
327	5	A mediator is a neutral third party who facilitates a negotiated solution through reasoning and persuasion and by offering suggestions for pursuing different alternatives.	True	1	TRUE	FALSE		
328	5	A Consultant is a skilled and impartial third party who attempts to facilitate problem-solving through communication and analysis as he has specialized knowledge of the intricacies of the conflict.	True	1	TRUE	FALSE		
329	5	As compared to unannounced negotiation, formal negotiation:	is simpler	1	requires less preparation	is simpler	is more difficult	is more time consuming
330	5	Informal negotiation involves:	any number of people	1	four people	any number of people	two people	three people
331	5	Persuasion is an essential element of effective negotiation because it helps in:	effecting agreements and solutions in the interest of all	1	settling issues between two parties	effecting agreements and solutions in the interest of all	achieving one's own interests	resolving disputes among people

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332	5	The final aim of negotiation is to:	implement an agreement between two parties	1	reach an agreement	implement an agreement between two parties	win at all cost	end a dispute
333	5	A negotiation is discussed in a tone that focuses attention on the need to reach a satisfactory solution by:	joint problem-solving	1	force	joint problem-solving	setting conditions	making proposals
334	5	Negotiation strategy is partly concerned with:	searching for a common goal	1	avoiding failure	ending the discussion	searching for a common goal	ending the discussion
335	5	Negotiation implies that both parties accept that the agreement between them is:	final and binding	1	subject to further dispute	necessary	conditional	final and binding
336	5	In order to persuade others, facts should be discussed from the point of view of a:	second party	1	first party	third party	second party	fourth party
337	5	One's negotiation objective should be	realistic	1	social	ideal	realistic	personal
338	5	Which of the following is not a type of negotiation style	Sympathy	1	Accomodating	Avoiding	Collobrating	Sympathy
339	5	A group of students is trying to find a creative way to solve a problem. Which student is asking the most imaginative question?	Henry is curious about which rules can be broken	1	Laurel wants to know which books will give them answers	Henry is curious about which rules can be broken	Dolores is brainstorming a list of whom they can ask for help.	Stevie is ready to give up
340	5	What you should not do while making a request in work life conversations?	Be demanding and rigid	0.5	Identify your goals	Be demanding and rigid	Remember your company's mission and align it with your interest	Practice active listening
341	5	What should be done while asking for help or suggestion in work life conversation?	All of above	0.5	Create a list of things you tried and potential solutions	Consider your timing	Carefully choose who you ask	All of above
342	5	Which of the following questions should you ask when you observe a problem?	Both a and c	1	What do I hear/see/smell?	Both a and c	What is my gut reaction?	Who is to blame?
343	5	How often do you evaluate your personal performance?	All the time; I'm always aware of my achievements and where I need to improve.	1	What does that mean?	All the time; I'm always aware of my achievements and where I need to improve.	Sometimes, but not regularly	Never; I just go with the flow
344	5	What is usually the most important question you can ask in any given situation?	Why?	1	How much money can I make?	Who is responsible?	Why?	Can I accomplish this?
345	5	What is an assumption?	An idea you take for granted.	1	A perspective you may have.	An idea you take for granted.	A piece of information you have researched.	The answer to a question.
346	5	Which three actions should you take to analyze information?	Compare, contrast and connect.	1	Compare, contrast and connect.	Question, quiz and quarrel.	Navigate, nurture and negotiate.	Prioritize, pursue and persuade.
347	5	Intelligent mistakes...	Usually can't be avoided.	1	Don't serve a purpose.	Could often be prevented by planning ahead.	Are never beneficial.	Usually can't be avoided.
348	5	What should you do when you make a mistake?	Examine what you learned from it.	1	Lecture others about it.	Examine what you learned from it.	Don't think about it ever again.	Blame the others involved.
349	5	Critical thinking is all about _____ while creative thinking is more about _____.	Analyzing problems and evaluating outcomes... discovering different perspectives and brainstorming ideas.	1	Brainstorming...analysis.	Shallow thinking...deeper-level thinking.	Finding objective answers...coming up with subjective answers.	Analyzing problems and evaluating outcomes... discovering different perspectives and brainstorming ideas.
350	5	A powerful question...	Is open-ended and expands your thinking.	1	Narrows the scope of the conversation.	Is less reliable than a yes or no question.	Is open-ended and expands your thinking.	Calls for a one-word response.

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351	5	When a problem arises, you should...	Take time to observe the situation and discover the cause of the issue.	1	Take time to observe the situation and discover the cause of the issue.	Walk away; it is most likely not your responsibility.	Ask your friends what they would do.	Solve it as soon as possible
352	5	Why one isn't able to think creatively?	All of above	0.5	Fear of failure	One is not able to think out of box	One is not able to comprehend all possible information	All of above
353	5	Doing which of the following can expand your thinking as well as help you gather new information and discover new insights?	Asking questions.	1	Writing up an action plan.	Silently observing the situation	Asking questions.	None of these
354	5	Which of the following is not an advantage of critical thinking?	Narrow horizon of thoughts	1	It leads to creativity	Leading to take successful decisions	Improves comprehensive skills	Narrow horizon of thoughts
355	5	Being a successful negotiator depends on:	experiential learning, feedback, and learning new skills	1	"outsmarting" the counterparty	the counterparty's lack of preparation	experiential learning, feedback, and learning new skills	always letting the other party tip their hand first
356	5	Which one from the following will be appropriate to make a request when asking for new equipment?	Identify your goals	1	Don't be flexible	Identify your goals	Forget your company's mission	Practice passive listening
357	5	What can be considered as critical thinking?	Think Actively and be aware of potential problems in the information you encounter	1	Thinking emotional	Thinking Logically	Think Actively and be aware of potential problems in the information you encounter	Major reading is required
358	5	While making request in a daily life work conversation which is most important to take care after request is granted.	Leverage Reciprocity	1	Give a happy smile	Give a thanks note	Leverage Reciprocity	Give a gift to boss
359	5	Is the body language important in the negotiation process?	yes	1	yes	no		
360	5	If future course action is there in the negotiation deal than what type of deal is necessary to have a reference proof in future?	Written deal or contract	1	Written deal or contract	Have a huge gathering	Nothing is required just remember orally	Do a huge party
361	5	"Thinking out of box" is considered what?	Creative thinking	1	Creative thinking	Critically thinking	all of these	Limited thinking
362	5	In which type of negotiation, they value friendships over other means	Accommodating	1	Accommodating	Avoiding	Collaborating	Compromising
363	5	The first stage in negotiation process between two parties is _____.	Information exchange	1	Information exchange	Alternatives	Closing	Dealing
364	5	The negotiators close the deal quickly by losing at the interests of all parties involved. Which type of negotiation style it is considered?	Compromising	1	Competing	Avoiding	Compromising	Collaborating
365	5	While person is doing _____ thinking we do not get emotional and weigh each point judiciously.	Critically thinking	1	Creative thinking	Critically thinking	Innovative thinking	None of these

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366	5	Which of the following factors influence our choice of words when we speak to someone? 1)Context 2)Climate 3)The person we are speaking to 4)The place of conversation	Only 1,3 & 4	1	Only 1 & 2	Only 1,3 & 4	Only 2 & 4	All 1,2,3,4
367	5	In which type of thinking, you will try to weigh all your new alternatives in context with existing ideas.	Creative thinking	1	Creative thinking	Critical thinking	Perilous thinking	Informative thinking
368	5	How to give instructions in our daily work life conversations in a professional world?	All of these	1	Give time frames	Give examples	Give clarifications	All of these
369	5	When person get opportunity to win the situation, they bargain strategically which style of negotiation?	Competing	1	Accommodating	Avoiding	Competing	Collaborative
370	5	Define negotiation skills. What are various stages of negotiation process?		3				
371	5	Explain win-win situation.		2				
372	5	What are the types of negotiation styles?		5				
373	5	Explain the steps for doing successful negotiation.		5				
374	5	Give tips for developing creative thinking?		4				
375	5	Why people usually don't think creatively?		3				
376	5	For effective communication, one must develop critical and creative thinking process. Discuss.		7				
377	5	What are the disadvantages of critical thinking?		4				
378	5	How we can develop the process of objective analysis and evaluation of an idea or situation in order to form a judgement?		2				
379	5	What are the advantages of creative thinking?		4				
380	6	Public speaking is addressing a gathering.	True	1	TRUE	FALSE		
381	6	Public speaking is only verbal activity.	FALSE	1	TRUE	FALSE		
382	6	When to deliver the speech what the first thing a person needs to decide?	What to speak	1	What to speak	Delivery method	Write a letter	Write a manuscript
383	6	Which of these should be avoided for an effective pubic speech?	Lack of interest	1	Determination of the purpose	Selection of message	Lack of interest	Selection of theme
384	6	Which of these should be avoided for an effective speech?	Long sentences	1	Preparation of speech	Long sentences	Organisation	Planning of speech
385	6	Which of these should be avoided during the delivery of a speech?	Rudeness	1	Pauses	Rudeness	Clarity	Confidence
386	6	Which of these is not a type of public speech?	Written speech	1	Short speech	Informal speech	Written speech	Professional speech
387	6	What is the maximum time for a short speech?	Ten minutes	1	Forty- five minutes	One hour	Thirty minutes	Ten minutes
388	6	Which of these does not come under short speech?	Presenting reports	1	Introducing dignitaries	Presenting reports	Giving a briefing	Presenting an award
389	6	Which Of the following is recommended for coping with stage fright?	Letting your imagination run wild	1	Breathing slowly and deeply	Letting your imagination run wild	Preparing ahead of time	Thinking about your ideas
390	6	In which part of the Speech should you state the main or central idea	Introduction	1	Conclusion	Beginning of the body	Introduction	The middle
391	6	In what part of the speech do you capture the main part of the speech and wrap it up...	Conclusion	1	Conclusion	Beginning of the body	Introduction	The middle
392	6	Which of the following is an important consideration when selecting and narrowing the subject?	How you can relate the topic to your listener	1	How you can relate the topic to your listener	How well you can outline	Whether there is enough material available in the library	Whether you need to give the speech in an impromptu manner

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393	6	Putting yourself in your listener's shoes is what researchers call _____ orientation	Audience	1	Imaginative	Emphatic	Egalitarian	Audience
394	6	Humor is a good attention getter as long as it is	In good taste and relevant to the topic	1	From a famous person	In good taste and relevant to the topic	Brief and unrelated to the topic	A quotation
395	6	In speech introduction asking a question, emphasizing humor and using a quotation are all methods of	Gaining the attention of the audience	1	Alleviating any nervousness, the speaker may be feeling	Summarizing the main ideas	Gaining the attention of the audience	Previewing the speech
396	6	Which of these are vital for any organisation?	Group discussions	1	Group discussions	Speeches	Debates	Arguments
397	6	Which of these qualities are important in a group discussion?	Emotional stability	1	Hostility	Ignorance	Emotional stability	Aggressiveness
398	6	In a group discussion, one must communicate with _____	knowledge	1	Hostility	Ignorance	knowledge	long sentences
399	6	In a group discussion, the discussion must be directed to its logical conclusion.	True	1	TRUE	FALSE		
400	6	When is the worst time to break into a discussion?	When two or three people are talking simultaneously	1	When everyone is silent	When one person is talking	When two or three people are talking simultaneously	When there is less time left
401	6	A group discussion must advance _____	truth	1	truth	Personal glory	arguments	dishonesty
402	6	Which of these must be avoided in a group discussion?	Speaking fast	1	Speaking facts	Asking questions	Speaking fast	Speaking with clarity
403	6	In a group discussion, we should be _____	assertive	1	dominating	subjective	ignorant	assertive
404	6	A moderator is a monitor of a group discussion.	True	1	TRUE	FALSE		
405	6	Which of these factors do not enhance listening skills?	Fakeness	1	Clear perception	Attention	Fakeness	Frankness
406	6	In every group discussion, the _____ Presents the topic	Initiator	1	Secretary	Leader	Initiator	Promotor
407	6	How to start the group discussion?	I would like to begin the discussion by saying that....	1	I agree completely	Absolutely!	How do you feel about....?	I would like to begin the discussion by saying that....
408	6	How to ask other candidates' opinion?	What do you think about this matter..?	1	I agree with you	What do you think about this matter..?	That is true but...	It's clear to me that....
409	6	How to give your own opinion?	I think...	1	In short,..	I think...	I beg to differ	Our decision is that...
410	6	These expressions are to show STRONG AGREEMENT except :	I disagree completely	1	I couldn't agree with you more	I disagree completely	I am sure you are right	Exactly!
411	6	To express PARTIAL agreement, EXCEPT :	It's clear to me that..	1	You could be right, but..	It's clear to me that..	You have a point but..	I agree to a certain extent but..
412	6	You can say these sentences when you DISAGREE, except:	That's a good idea!	1	I don't agree with what you have just said	I don't think so	That's a good idea!	I beg to differ
413	6	You say these when you have a contrast idea, EXCEPT	One way is to...	1	However,...	One way is to...	From a different point of view,...	On the other hand,....
414	6	How to make suggestion?	I recommend that..	1	I couldn't agree more	That's a good idea!	I recommend that..	I support your suggestion
415	6	How to accept other candidate's idea?	I have no objection to that	1	What is your opinion?	One possibility is..	We must...	I have no objection to that
416	6	How to ask for clarification? choose the WRONG answer	What I meant was....	1	What I meant was....	What do you mean by....?	Do you mind telling me more about...?	Would you mind giving an example?
417	6	How to close group discussion? Choose the wrong answer	Have you considered...?	1	Most of us agree that...	Two of us agree that...while the other two believe that..	we're unable to come to a solid decision	Have you considered...?
418	6	How to interrupt? Choose the WRONG answer	Have you considered...?	1	Have you considered....?	Allow me to interrupt	I'm sorry, can we get back to our topic?	Sorry to interrupt but I have to say this..
419	6	How to persuade others?	Maybe you should consider...	1	My point is...	You have a good point here	May I know why?	Maybe you should consider...
420	6	Which of the following is not the purpose of group discussion?	None of these	1	Solve a problem	Discuss issue	Elobrate research	None of these

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421	6	If a speaker follows Abraham Lincoln's advice "speak so that the lowly can understand you and the rest will have no difficulty" which principle of effective word choice is applied?	Simplicity	1	Coherent	Language intensity	Accuracy	Simplicity
422	6	Spatial method is used for describing which type of topics?	Related to location	1	Related to location	Social gathering	Meeting of corporates	New scientific research
423	6	In the movie Rocketry: The Nambi Effect, Shah Rukh Khan is seen asking questions about life of Nambi Narayanan, in this communication both parties are asking each other different questions and history of Nambi Narayanan, under which interview this communication can be considered ?	Information interview	1	Job interview	Persuasive interview	Termination interview	Information interview
424	6	Which of the following is a useful tip for college interviews?	Highlight extracurricular activities that have made a significant impact on you or your community	1	Mention the other colleges you've applied to	Talk about every one of your extracurricular activities	Highlight extracurricular activities that have made a significant impact on you or your community	Keep the interview focused on your test scores & grades
425	6	How many copies of your resume should you bring to an interview if you are not sure how many people you are interviewing with?	2 to 5	1	0	2 to 5	1	2
426	6	How should you dress for a job interview?	formals	1	casuals	lots of make up	formals	jeans
427	6	What should you always do after an interview?	thank the interviewer	1	thank the interviewer	runaway	ask about pay	call them several times
428	6	What is something you should do at the beginning of an interview?	all of these	1	shake hands gently	smile	tell the employer your name	all of these
429	6	Which is a quality that employers look for in employees?	trustworthiness	1	laziness	trustworthiness	undependable	all of these
430	6	Interviews are conversations with _____	purpose	1	fun	friendliness	purpose	informality
431	6	Which of these is not a type of interview?	Music interview	1	Screening interview	Stress interview	Music interview	Lunch interview
432	6	Match list – 1 with list – 2 List – 1 (A). Job interview (B). Exit interview (C). Counseling interviews (D). Persuasive interview List – 2 1) Therapy session 2) Sales pitch 3) Discussion of improvement suggested by employee after resignation 4) Placement activity	(A) – (4), (B) – (3), (C) – (1), (D) – (2)	1	(A) – (4), (B) – (3), (C) – (1), (D) – (2)	(A) – (2), (B) – (1), (C) – (4), (D) – (3)	(A) – (3), (B) – (4), (C) – (1), (D) – (2)	(A) – (3), (B) – (1), (C) – (4), (D) – (2)
433	6	Which kind of interview includes a process in which the employability of the job applicant is evaluated?	Screening interview	1	Group interview	Behavioural interview	Screening interview	Stress interview
434	6	In which of these interviews, insults are common?	Stress interview	1	Group interview	Behavioural interview	Screening interview	Stress interview
435	6	Which of these interviews is adapted for computer programmers?	Screening interview	1	Group interview	Behavioural interview	Screening interview	Audition
436	6	Which of the following is not tip for preparation of an interview?	Speak to much	1	Do introspection	Dress appropriately	Listen attentively	Speak to much
437	6	What are the successful strategies for interview:	All of these	1	Personal rapport	Good eye contact	Clear idea of the key point	All of these
438	6	A speech about the cause and effect about the war a terrorism would likely be presented in what organizational pattern.	Chronological order	1	Spatial order	Causal order	Chronological order	Topical order
439	6	Purpose of group discussions	All of these	1	To share and exchange information and ideas	To collect information or feedback on any project	To solve problem which is of concern to organization as whole.	All of these
440	6	When should you arrive for your interview?	5-10 minutes before the scheduled time	1	At the time it is scheduled for Incorrect response	5-10 minutes before the scheduled time	5-10 minutes after the scheduled time	15-20 minutes after the scheduled time
441	6	When Supervisor talks with employee about personal problems that are interfering with work performance.	Counselling interview	1	Conflict resolution interview	Counselling interview	Evaluation interview	Persuasive interview

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442	6	Which type of question aims at subjectively evaluating features of your background.	Credential questions	1	Experience questions	Opinion questions	Credential questions	Dumb questions
443	6	The supervisor and the employee discuss progress towards predetermined standards or goals and evaluate areas that require improvement. Which type of interview it is considered?	Evaluation interview	1	Conflict resolution interview	Exist interview	Evaluation interview	Information interview
444	6	If you were giving a speech of the history of calypso What would be the best organizational pattern for this speech?	Chronological order	1	Causal order	Spatial order	Topical order	Chronological order
445	6	Topics dealing with history of anything like sport, biographies are the example of_____	Chronological Method	1	Chronological Method	Categorical Method	Causal Method	Saptial Method
446	6	When preparing a rough outline, you should make sure that the topic connects with the audience in	Each of the main points	1	Each of the main points	The introduction	The conclusion	At least half of the main points
447	6	It is important to show the employer/interviewer that you are:	engaged in the interview process (body language)	1	more than qualified	not overly eager for the position	engaged in the interview process (body language)	wearing cologne or perfume
448	6	During an interview, make sure you do this with each person in the room:	make eye contact	1	tell a joke	ask each person a different question	make eye contact	give a soft handshake
449	6	All of the following are important to do after an interview except:	request a second interview	1	write a thank-you email	jot down important notes	alert references	request a second interview
450	6	Yukhi will be giving a speech at the local Elks Lodge in a few weeks and wants to know more about her audience. She decides to attend one of the group's meetings so she gets a sense of what the group does and who its members are. Yukhi is engaging in which method of audience analysis?	direct observation	1	survey	experiment	interviews	direct observation
451	6	Which is the important quality evaluated during group discussion?	All of these	1	Knowledge of the topic	Communication skills	Group behavior	All of these
452	6	Which of the following is incorrect about impromptu?	Scope of eye contact is minimum	1	Speak without any preparation	Highly natural speech	Highly natural speech	Scope of eye contact is minimum
453	6	(i)Public speaking is addressing a gathering. (ii)In a group discussion, the discussion must be directed to its logical conclusion. (iii) A moderator is a monitor of a group discussion. Which of the following statement are true?	All i, ii, iii	1	Only i	Only ii	Only iii	All i, ii, iii
454	6	What is Chronological method and Categorical method? Describe the role of the Chronological method and Categorical method in Presentation.		4				
455	6	Explain how you will prepare the content for a public speech.		5				
456	6	Explain different methods of delivery of speech.		5				
457	6	What are the 5 P's of public speaking?	A presentation is the culmination of the five p's of presentation,planning, preparation, practise and then performance of the finished piece.	2				
458	6	Discuss advantages and disadvantages of Deivery of speech- "Memorization".		4				
459	6	Discuss advantages and disadvantages of Deivery of speech- "Manuscript".		4				
460	6	Discuss advantages and disadvantages of Deivery of speech- "Impromptu".		4				
461	6	Discuss advantages of Deivery of speech- "Notes".		2				

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462	6	Which is More Important—Content or Delivery? Expain Why?		4				
463	6	Discuss various patterns speaker can use to arrange the content of pubic speaking as welll as presentations.		7				
464	6	What is the purpose of the group discussion?		4				
465	6	What are the important qualities evaluated by employers during a group discussion?		7				
466	6	Your classmate is going to take part in a group discussion soon. Draft your tips for making effective group discussion.		5				
467	6	How can you display your leadership skills during a group discussion? Explain.		3				
468	6	Explain chronological method and spatial method for content preparation in public speaking.		3				
469	6	How would you describe yourself during interview?		3				
470	6	Reliance industries have come for the recruitment process in a college. In recruitment process there are many stages for it and one of it is group discussion. So what are the qualities in group discussion will be checked while selecting a candidate? Also explain that qualities.		3				
471	6	What are the criteria on which the candidate is evaluated in interviews?		7				
472	6	Give tips for success in interviews.		5				
473	6	If your friend in a classroom is pointed out randomly for a delivery of speech what type of speech is it considered explain in detail? Mentioned its advantages and disadvantages.		3				
474	6	Your friend is going to appear in an interview. Elucidate him/her the dos and don'ts of group discussion and interview		7				
475	6	You have taken part in the debate/elocution competition which type of delivery of speech you are going to giving? State its advantages and disadvantages		3				
476	7	The outline of a presentation should include:	A beginning, middle and an end of the presentation	1	A beginning, middle and an end of the presentation	Possible questions from the audience	References	Introduction
477	7	The possible order of points for describing the steps for doing something in sequence is known as:	Chronological order	1	Causal order	Spatial order	Chronological order	Topical order
478	7	The outline of a presentation is a:	List of major headings or topics to be covered in the presentation	1	List of major headings or topics to be covered in the presentation	List of technologies that will be used to deliver the presentation	List of external sources used in the presentation	List of requirements and purpose of the presentation
479	7	When using content from external sources in presentation materials, it is necessary to include:	Citations and references	1	Citations and references	Copyright disclaimer	Trademark symbol	Acknowledgments
480	7	Which of the following is a requirement that a presenter should know to prepare effectively for a presentation?	Presentation duration	1	Foods the presenter can eat during the presentation	Number of bullet points allowed per slide	Available attire	Presentation duration
481	7	A conclusion should be	short and easy	1	short and easy	lengthy	difficult words	specific key points
482	7	Your content should consist of _____, _____, and _____.	introduction, body and conclusion	1	outline, objects and summary	introduction, body and conclusion	introduction, opinions and paragraphs	outline, body, opinion

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483	7	When delivering a presentation as part of a team it is important to:	Coordinate your portion with others in the team and not duplicate their presentations	1	Coordinate your portion with others in the team and not duplicate their presentations	Coordinate your portion with others in the team so you can present first	Make sure all the team members have the same duration to present their portion	Make sure all the team members' names are listed in order on all the presentation materials
484	7	What is NOT a good strategy if you are unable to answer a question from an audience member during your presentation?	Acknowledge you don't know the answer and say the question was irrelevant to the topic of the presentation	1	Acknowledge you don't know the answer and say the question was irrelevant to the topic of the presentation	Ask others in the audience if they could answer the question	Acknowledge you don't know the answer and would think and get back to the questioner	Ask the audience member to see you after the presentation so you can understand the question better and answer it
485	7	When rehearsing a presentation, it is helpful to recognize and prevent:	Fillers such as umm and ahh	1	Criticism from friends in the room	Fillers such as umm and ahh	Possible gestures	Possible questions from the audience
486	7	Important considerations in rehearsing a presentation are:	Timing and pace	1	Timing and pace	Audience	Food and beverages	Attire
487	7	It is generally NOT a good practice to deliver a presentation by:	Reading the entire presentation line by line	1	Mentioning the highlights of what is on the screen	Elaborating each bullet point on the presentation materials	Paraphrasing what is on the presentation materials	Reading the entire presentation line by line
488	7	When an audience member without a microphone in a large audience asks a question during or after your presentation, it is important for the presenter to:	Repeat the question for the benefit of others in the audience who might not have heard it	1	Repeat the question for the benefit of others in the audience who might not have heard it	Ask the audience member to come to the front of the room and ask the question	Ask others in the audience to shout the question	Respond to the question immediately
489	7	The tone of the speaker should be	clear	1	soft	clear	hard	low
490	7	What should you do at the very beginning of a presentation?	Introduce yourself	1	Ask questions	Tell a joke	Introduce yourself	Shake everyone's hands
491	7	At the end of a presentation, What should a Presenter do?	All of them	1	Invite to ask questions	Say Thanks to Your Audience	Revise the key idea	All of them
492	7	During the Q&A session, what should you do as a presenter/speaker if you do not know the answer to the question asked?	Admit that you do not have the answer, but will get back to him/her after you have found out.	1	Pretend that you have an answer to the question asked.	Admit that you do not have the answer, but will get back to him/her after you have found out.	Admit that you do not have the answer to the question asked.	Don't allow them to do that again
493	7	An attention-getter (a hook) is important in a presentation. Which of the following is NOT an example of an attention-getter?	Greeting the audience	1	Telling a short story	Providing a shocking fact/statistics	Using a Metaphor	Greeting the audience
494	7	What is Spatial method of organizing content in presentation.	including place name	1	organizing in sequence	cause and effect	chronological arrangement	including place name
495	7	what is not true about conclusion	finish it fast	1	Don't hurry in conclusion	must be short	must sum-up whole presentation	finish it fast
496	7	Some people use a full script during a presentation/speech. What is the problem with using a full script?	The presenter/speaker will find it challenging to keep the presentation lively and engaging.	1	The presenter/speaker does not need to be afraid about forgetting points.	The presenter/speaker will feel more comfortable with the situation.	The speaker/presenter will feel less anxious.	The presenter/speaker will find it challenging to keep the presentation lively and engaging.
497	7	A good presentation must...	be clear and easy to understand	1	contain a lot of complicated words	be clear and easy to understand	have no visuals	be aggressive
498	7	When should we (as presenters/speakers) have the questions and answers (Q&A) session?	At the end of the presentation/speech.	1	Anytime during the presentation/speech.	Middle of the session	No Q&A session.	In the starting of session
499	7	Quality of questions determines the success of a presentation.	TRUE	1	TRUE	FALSE		

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500	7	Which of the following is UNTRUE about the conclusion of a presentation?	It is a section to introduce new points you have forgotten to mention.	1	It is to sum up the main points.	It is to leave the audience with something to ponder.	It is a section to introduce new points you have forgotten to mention.	It is to motivate your audience (e.g., call for action, stir emotions).
501	7	To contrast text on a presentation slide for better viewing, it is preferable to use:	Dark text on light background	1	Dark text on light background	Light text on a light background	Dark text on a dark background	Light text on a dark background
502	7	To prevent a graph or chart from showing a misleading trend on presentation materials, it is important to:	Use complete scales for axes instead of partial scales	1	Use 3-D charts or graphs	Use stacked graphs or charts	Use colors for graphs and charts	Use complete scales for axes instead of partial scales
503	7	For better readability, it is preferable that bullet points are:	Short phrases or partial sentences	1	Complete paragraphs	Short phrases or partial sentences	Page of text	Long sentences
504	7	In selecting presentation technologies, it is important to select technologies that are:	Available and can be used at the presentation location	1	Commonly used by presenters	Available and can be used at the presentation location	Freely available to download and use	The state-of-the-art in presentation technologies
505	7	Font size of the bullet points on presentation materials should be large enough:	For the audience in the last row of the presentation room to view the presentation clearly	1	For you to be able to read from the screen during the presentation	For your team members to be able to view the presentation clearly	For the audience in the first few rows of the presentation to view the presentation clearly	For the audience in the last row of the presentation room to view the presentation clearly
506	7	For better readability, the number of bullet points on a slide should be:	More than 7	1	7 to 10	More than 7	Less than 7	Any number
507	7	_____ means speaking out all the sounds distinctly.	Articulation	1	Articulation	Smiling	Continuously speak	Volume
508	7	Which of the followings are NOT the correct uses of Powerpoint slides during a presentation/speech?	For the presenter/speaker to read from the slides when needed.	1	Using it as a platform for commentary.	For the presenter/speaker to read from the slides when needed.	Using it as a prompt/outline for presentation.	Using it as a reminder for points.
509	7	Proper eye contact with the audience when delivering a presentation involves	Making a sweeping glance of the audience from the left to the right and front to back of the room	1	Making a sweeping glance of the audience from left to right in the front row of the room	Making a sweeping glance of the audience from the left to the right and front to back of the room	Looking above the audience's heads	Staring at each audience member
510	7	A speaker looks into the eyes of the audience means speaker is	confident	1	impatient	rude	impolite	confident
511	7	positive gesture are body signals that make you look _____	relaxed	1	nervous	hurtful	relaxed	arrogant
512	7	facial expression should be _____	natural	1	natural	shy	bored	aggressive
513	7	Which of the two things below should we do when giving a presentation?	stand up straight & have good eye contact	1	stand up straight	have good eye contact	slouch	look at the floor
514	7	Where should you look while presenting?	In the eyes of random people in your audience	1	At the board -- that's where the audience is looking	At the chins of individuals in your audience	In the eyes of random people in your audience	At your notes so you get the info correct
515	7	You should do all of the following except _____, while delivering a presentation in front of your audience?	Look at the slides, not your audience	1	Introduce yourself	Introduce your topic	Dress professionally	Look at the slides, not your audience
516	7	George wants to persuade his audience to purchase more locally produced foods. He decides he needs to know how his audience members already feel about this topic and whether they know about locally produced options. George's audience analysis focuses on gathering _____	psychographic information	1	demographic information	psychographic information	statistical information	situational information
517	7	One advance preparation you can do to overcome initial nervousness when delivering a presentation is to:	Introduce yourself to the audience before the presentation and get to know them	1	Walk into the room just before the presentation	Introduce yourself to the audience before the presentation and get to know them	Hydrate yourself by drinking a lot of water before the presentation	Ask the audience write down their questions and give them to you in advance

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518	7	The purpose of a presentation intended to sell a service to a potential client is to:	Persuade	1	Educate	Entertain	Persuade	Inform
519	7	Which of the following is NOT one of the four key purposes of a presentation?	To highlight	1	To inform	To persuade	To highlight	To entertain
520	7	What does it mean by "Consider Your Audience"?	All of them	1	Their Age	Their Language understanding	Their Education	All of them
521	7	Your friend is going to make presentation on “paralinguistics” in a workshop. To help your friend, write its content outline and your tips for making it effective.		7				
522	7	Before you teach John, you should learn John.” Why is knowing audience and locale important for planning a presentation?		5				
523	7	What is the importance of interaction among the presenter and audience during a presentation?		3				
524	7	Why is it important to define the purpose of presentation? Discuss the importance of ‘audience’ and ‘locale’ while making a presentation.		7				
525	7	What are the purposes of presentation? Why should the presenter know his/her ‘audience’ before delivering presentation?		3				
526	7	What do you mean by analyzing audience and locale?		3				
527	7	You are Advertising Manager of a company of FMCG goods. You design a presentation for advertising of new launching FMCG product. Presentation of various means of advertisement you target. (FMCG-Fast Moving Consumer Goods that are low cost which include everything useful in a household like cleaners, soaps, etc., food items, vegetables, fruits, medicines,etc.)		3				
528	7	Define the purpose of presentation.		4				
529	7	Mr. Mehta wants to Prepare presentation, which are the three points he needs to consider at planning stage. Explain briefly		3				
530	7	Mention five commonly faced problems by presenters while giving a presentation. Give examples.		3				
531	7	You are supposed to deliver a presentation on role of youth in nation’s development. Prepare an outline of the presentation		7				
532	7	Your friend is going to make a presentation on ‘Importance of Internet Banking’ in a community gathering. Provide your tips for making effective presentation.		3				
533	7	Select a topic on which you wish to deliver a presentation. Prepare an outline of the content you would like to talk about in your presentation.		3				
534	7	“Organizing content and preparing an outline plays a vital role in presentation”. Explain.		4				
535	7	Planning, Preparing and Presenting all are equally important steps for an effective presentation. Justify the statement with supporting arguments.		5				
536	7	“Answers to the questions Who, Why, Where, When, How and What are essential while planning a presentation.” – Elucidate		5				

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537	7	Presentation delivery is organization of verbal skills, non-verbal skills and presentation styles. Explain.		6				
538	7	Enumerate some tips for handling the question-answer session.		4				
539	7	You are invited to present before the students of science stream in a school on the topic – ‘Mangalyaan: Indian's giant leap in space’. Prepare the presentation along with the required tips.		7				
540	7	Justify the importance of proper body language and effective Power Point delivering an effective presentation.		7				
541	8	Business letters should be concise.	TRUE	1	TRUE	FALSE		
542	8	Which of these must be avoided in business letters?	Abbreviations	1	Clear details	Polite words	Abbreviations	Formal words
543	8	Which of these must not be mentioned in a business letter?	With regards	1	The mode of payment	Name of the firm	Information of the quality of the order	With regards
544	8	Which of the following is an ideal method to mention dates in business letter?	03rd January, 2023	1	03rd January, 2023	03/02/2023 (dd/mm/yyyy)	02/03/2023 (mm/dd/yyyy)	03/02/23(dd/mm/yy)
545	8	If you are applying for the position of Junior developer, you needs to write _____ type of letter to send along with your resume.	Cover letter	1	Sales letter	Cover letter	Apology letter	Adjustment letter
546	8	Where should the name of the firm be mentioned?	Below the address of the writer	1	Right of the page	Above the address of the writer	Below the address of the writer	On the last page of the letter
547	8	It is placed between the letterhead and the inside address.	Date	1	Salutation	Date	Address	Attention Line
548	8	Which reply you would write to the letter received for delivering the damaged product to the client.	Complaint letter	1	Complaint letter	Apology letter	Appreciation letter	Adjustment letter
549	8	P.S.: Please excuse my not mailing this — but I don’t know your new address. P.S.: Kindly take notes of the minutes of the meeting. Above mentioned detail is representing	Post Script	1	Copy Notation	Post Script	Enclosure	Attention line
550	8	"LINDA MIRANDA" Admission Coordinator Southville International School and Colleges 1281 Tropical Avenue, Corner Luxembourg Street BF Homes International, Las Pinas Above mentioned detail is representing _____.	Inside Address	1	Letterhead	Inside Address	Company	Address
551	8	Dear Sir or Madam: Dear Mr. Reyes: Sir/Madam: Dear Jenalyn: Above mentioned detail is representing _____.	Salutation	1	Letter head	Complimentary Close	Salutation	Inside Address
552	8	Attn.: Human Resource Manager Attn.: Atty. Maria Cruz Above mentioned detail is representing _____.	Attention Line	1	Greetings	Subject Line	Salutation	Attention Line
553	8	Re: Purchase Order A-1234 dated August 17, 2020 Above mentioned detail is representing _____.	Subject Line	1	Attention Line	Body	Subject Line	Content

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554	8	It contains the message of the letter.	Body	1	Attention Line	Body	Inside Address	Salutation
555	8	A handwritten (rather than typed or printed) name following the close in a letter	signature	1	body	Body	signature	complimentary close
556	8	C.C.: stand for_____.	Carbon Copy	1	Clear Copy	Copy Notation	Carbon Copy	Copy Cat
557	8	P.S.: Please excuse my not mailing this — but I don’t know your new address. P.S.: Kindly take notes of the minutes of the meeting. Above mentioned detail is representing _____.	Post Script	1	Copy Notation	Enclosure	Post Script	Closing
558	8	The polite ending to a letter; for example Sincerely or Respectfully yours,	complimentary close	1	zip code	salutation	complimentary close	date
559	8	The greeting to the person receiving the letter; for example, Dear Ms. Evans; or Dear Sir:	salutation	1	zip code	salutation	complimentary close	date
560	8	Which of these is not used to conclude a business letter?	Yours sincerely	1	Yours faithfully	Yours truly	Yours sincerely	With kind regards
561	8	Where are the details of enclosures mentioned?	Below the signature column	1	Beginning of the letter	Right-hand side of the letter	Main body of the letter	Below the signature column
562	8	Which of the following is written in capital letters only in business letter.	Address Notation	1	Inside address	Enclosure	copy notation	Address notation
563	8	Where citation and references is kept?	end	1	outline	introduction	middle	end
564	8	This is placed between signature block and main body in business letter	Complimentary close	1	Complimentary close	salutation	copy notation	closure
565	8	Why meaning of post script changed after digitalization?	now we can easily edit main content	1	due to email	due to easily available resources	no need now	now we can easily edit main content
566	8	What is the meaning of “cc” in Business writing?	A copy of the letter has been sent to the person(s) indicated.	1	A copy of the letter has been sent to the person(s) indicated.	A copy of the letter has been filed.	both Opt A and Opt B	None of these
567	8	Which of the following is a recommended style to write the date in a business letter?	Monday, June 1st, 2021	1	01-Jun-21	Monday, June 1st, 2021	06-01-21	None of these
568	8	“Confidential”, “Personal,” or “Registered” like Instructions are usually written entirely.	TRUE	1	TRUE	FALSE		
569	8	What is the accurate representation to show the purpose of a letter?	Subject: Formal Notice	1	Please Note: Formal Notice	Attention: Formal Notice	Subject: Formal Notice	None of these
570	8	Select the abbreviation that is written to show that a separate document accompanies the letter?	Enc.	1	Att.	Enc.	CC	BCC
571	8	The purpose of Acknowledgement letter is	to acknowledge someone’s work	1	to acknowledge someone’s work	to get information about price	to provide offers	acts as confirmation that you want to buy the product
572	8	The reply letter to some complaint letter received is called as:	accommodating	1	order	purchase	complimentary	accommodating
573	8	Discuss in detail about the parts of a Business Letter.		7				
574	8	Why should a Business Letter follow a Distinct Format?		4				
575	8	What parts of the business letter are contained in the ending?		3				
576	8	How use of post script changed due to digitalization?		3				
577	8	Salutation of business letter should be appropriate. Explain why?		2				
578	8	In business letters "BODY" have significant importance. Explain, why?		2				

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579	8	For whom person can write semi-fomal business letter?	Semi-formal letters are business letters that are written to someone that the writer knows but isn't close with. This letter balances between the formal and informal tone.	2				
580	8	For whom person can write fomal business letter?	Formal letters are usually written from one business to another. They are to the point and are usually short. Letters written between two companies are usually formal letters.	2				
581	8	For whom person can write In-fomal business letter?	Informal letters are considered to be friendly and personal letters. They are written when the writer has a non-professional relationship with the receiver.	2				
582	8	As a student of engineering, you want to purchase a laptop for your personal use. Write a letter of inquiry asking prices, configuration, discount, and mode of payment, terms and conditions to The Sony Electronics, Bangalore.		7				
583	8	As a student career development coordinator of your college, draft an email to invite HR Manager, Acer India, to deliver a talk to the students of Information Technology.		3				
584	8	As an HR Manager of HRS Ltd., write a letter to the editor of Times of India daily to inquire about the procedure and rates of publishing recruitment related advertisements in the newspaper.		5				
585	8	Soniya Modi from 4/20, Nirmal Society, Opp. Gujarat Township, Mehsana writes a letter to the Manager, Shashi Computers, 84-O, Grand Enclave, Paldi Char Rasta, Ahmedabad complaining about the damaged condition of the computer she received recently. Write the letter on her behalf.		7				
586	8	As an project leader in Organization "ABC", write a letter to the Organization "XYZ" to sign a MEMORANDUM OF UNDERSTANDING (MOU) for the collaboration between two organizations on our upcoming new project.		5				
587	8	Your department wishes to make a visit to Tata Motors' plant for the Tata Nano at Sanand. Send an inquiry mail to the HR Manager Sanand Branch requesting for the permission to visit the plant. Give necessary details like date, time of visit, approximate no of students and faculty members.		5				

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588	8	You have recently purchased a mobile from High-tech Mobiles, ISKON Mall, Ahmedabad. While using the mobile you have found that it is not working properly. Draft a letter of complaint detailing the problems you are facing. Mention clearly the adjustment you wish.		3				
589	8	Aadhya Fashions, Bhavnagar is interested to place a large order for readymade garments manufactured by Fashion Fabrics Limited, Jaipur. Draft a letter inquiring the Quotations and product details from Aadhya Fashions.		7				
590	8	Draft a letter to abroad university asking information for courses that you want to learn more.		4				
591	8	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.		3				
592	8	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.		7				
593	8	You have made an online purchase of a laptop from Sony Computers, Ahmedabad. The laptop delivered to you is in a damaged condition. Write a complaint letter to the Customer Care Centre of Sony Computers and ask for replacement.		7				
594	8	Maruti Shipping Company, Vishakhapatnam has placed an order of Port Crane to Anupam Engineering Ltd, Vadodara. However, the company neither has dispatched the crane nor has sent any reason for not sending the crane. On behalf of Maruti Shipping Company, Vishakhapatnam, write a letter to Anupam Engineering Ltd, Vadodara about the reason for not sending the crane and state the inconvenience faced by the company.		7				
595	8	Write a letter as manager of a Kie automotive company, plot no: 45 Nikol Kathvada, S.P. Ring road, Nikol, Beside Hero Showroom, Ahmedabad, Gujarat – 382350. To one of their customer Mr. Yash Patel, plot no: 258 Royal Plaza, M.G. Ring road, Ahmedabad – 380022. Providing a genuine apology for the delivery of defective Kie Salto car, also provide rectification steps with the help of which customer can replace the car.		5				
596	8	Write a letter recommending your junior for the job at Microsoft India (R&D) Pvt. Ltd., Campus, Gachibowli, Hyderabad – 500032, to Miss Ira Gupta, Head of the Human Resources, India – Microsoft. (Consider yourself as sender)		4				
597	8	You are the coordinator of Entrepreneurship Club of your college. You wish to organize a One-Day Awareness Programme on Entrepreneurship Policies of Government of Gujarat. Draft an email conveying necessary details to rutujabhattach@ediindia.ac.in inviting her to be the Resource Person of the programme.		4				

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598	8	You are a customer care officer at Gloria Electronics, Tagore Road, Vadodara. Mr. Raj Sampat, Harihar Road, Dharmaj has sent you a complaint letter for a laptop, purchased online from your enterprise, received in a damaged condition. With reference to this, write an adjustment letter.		7				
599	8	Purchase manager -Sunita Mehta of Sarthak Tool Limited,Sector 2 GIDC Vatva,Ahmedabad wants to place a purchase order for power drill, router and circular saw at Xylac engineering Limited ,Andheri ,Mumbai. Write a business letter.		4				
600	8	Playing the role of Purchase Officer of Uniflex Ltd, 5 Royal Plaza, New Delhi, you are given the responsibility to purchase smartphones from Apex Ltd, 45 Akash Avenue, Hyderabad, draft a suitable letter of inquiry asking for price, configuration, discount, mode of payment.		5				
601	8	Being an HR manager of your company draft an recommendation letter for the employee who is working as administrative manager in your company as he wants to change the current job.		5				
602	8	Draft a letter to the event organizer of event organizing company who has very nicely conducted the annual event of your company.		5				
603	8	As the Purchase Manager of Satyam Computers, 9 Naidu Road, Hyderabad-500007, you had ordered two dozen of Personal Computers from Hindustan Computers Limited (HCL), 140 M.G. Road, Bangalore- 500001. When the consignment arrived, you found some of the pieces in damaged condition. Write a complaint letter to the Sales Manager of the company asking for repair, replacement, or compensation.		5				
604	9	A technical report establishes a _____	logical conclusion	1	illogical conclusion	logical conclusion	personal prejudice	misplaced learning
605	9	A technical report reduces to writing the facts of a particular situation.	TRUE	1	TRUE	FALSE		
606	9	Which of these must never be a basis for a technical report?	Personal prejudices	1	Facts	Tests	Personal prejudices	Experiments
607	9	Which of these must be avoided in a technical report?	Subjective evaluation	1	Facts	logical conclusion	Objective evaluation	Subjective evaluation
608	9	Which of these is not a parameter in a report?	Age of writer	1	Extent of information	Quality of information	Age of writer	Ability to acquire information
609	9	Which of these is not a parameter of a report?	Ability to arrive at subjective evaluation	1	Ability to acquire additional information	Quality of additional information acquired	Ability to provide worthwhile recommendations	Ability to arrive at subjective evaluation
610	9	Which of these reports is raised annually?	Confidential reports	1	Confidential reports	Inspection reports	Inventory reports	Laboratory reports
611	9	When you're writing a report, be sure to adapt to your audience by	both a and b.	1	being sensitive to their needs.	controlling your style and tone.	both a and b.	None of the above.
612	9	A report sent to somebody within the organization will be in a _____ format.	Memo	1	Memo	Manuscript	Letter	Pre-printed
613	9	An offer by one party to provide a product or service to another party in exchange for money is known as a _____.	Technical Proposal	1	Technical Description	Technical letter	Technical Proposal	Memo
614	9	Which of these must be the basis for a technical report?	facts	0.5	story	imagination	assumption	facts
615	9	Which of the following is not a characteristic of technical report?	cumbersome	0.5	correctness	conciseness	clarity	cumbersome
616	9	Which of the following must be included compulsorily in the technical report?	table of contents	0.5	Bibliography	recommendations	certificate	table of contents
617	9	Technical Writing demands _____ use of language	factual	1	factual	figurative	Chaotic	non literal
618	9	_____ defines, describes, and illustrates the various elements contained within the whole – whether an object, process or concept.	Technical Description	1	Technical Proposal	Technical Description	Technical letter	Manuscript

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619	9	Which is the right example of Copy Notation?	Cc: Adi Johns	1	Faithfully	PS:	Cc: Adi Johns	BY POST
620	9	A proposal is a medium aimed at _____	persuasion	1	instruction	persuasion	prevention	advice
621	9	The _____ format lists your work history with dates, with your most recent employer and job title listed first.	Chronological	1	Chronological	Combination	Functional	Portfolio
622	9	In the Education section, you should list all of your college courses by name.	FALSE	1	TRUE	FALSE		
623	9	in which tool it is important to use definite words instead of ambiguous Expressions.	conciseness	1	clarity	completeness	conciseness	correctnesss
624	9	For a resume in the functional format, you must still include dates of employment.	FALSE	1	TRUE	FALSE		
625	9	Which of the following statement is not correct in context of minutes of meeting?	it is only a formality	0.5	it is a detailed record of a meeting	it has includes names of participants	it records the decisions taken	it is only a formality
626	9	_____ is an important People skill.	Small talks	1	Resume	Report writing	Description writing	Small talks
627	9	Which one of the following is the use of an agenda of meeting?	it acts as a roadmap for smooth flow of ideas	0.5	it is used for ice-breaking	it is used for negotiation	it acts as a roadmap for smooth flow of ideas	it is used for negotiation
628	9	Which of these proposals are academic in nature?	Research proposals	1	Business proposals	Personal proposals	Research proposals	Musical proposals
629	9	Which of these is the most important part of the proposal?	Abstract	1	Contents	Title and first page	Experience	Abstract
630	9	Which of these is attached at the end of a proposal?	Appendices	1	Budget estimate	Infrastructure	Experience	Appendices
631	9	Enlist Valuable tips and hacks for writing a successful technical proposal.		7				
632	9	How long should a technical proposal be?		3				
633	9	Enlist objectives of the technical proposals for various purposes.		5				
634	9	Enlist objectives of the technical reports for various purposes.		7				
635	9	Discuss important factors which help in making a technical report an effective one.		7				
636	9	Name the elements that appear in manuscript format.		4				
637	9	You have been recruited as a “Software Development Engineer in test”, prepare a proposal for funding, required to carry out testing phase to identify features, interface and improvements required, to submit the same to your project manager.		4				
638	9	Enlist and explain types of reports.		3				
639	9	Write a brief newspaper report on ‘Convocation Day’ celebrated at Gujarat Technological University, Ahmedabad yesterday.		3				
640	9	Draft a 100-word report on a technical festival hosted by your university.		3				
641	9	Write a short note on effective tool of writing "clarity" in detail.		3				
642	9	Explain the various important factors which helps in making the report effective		3				
643	9	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.		7				
644	9	Your company has sent you to visit a reputed factory to observe its manufacturing process. Write a full length report mentioning your recommendations to the Chief Manager of your company to implement in the same process in your company		7				

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Sr. No.	unit_number	question_text	answer_text	marks	option1	option2	option3	option4
645	9	Your company decides to establish a plant in Anjar, Bhuj. You, as an engineer, are supposed to submit the report stating all possibilities and requirements for such. Write a report.		7				
646	9	A survey conducted on satisfaction about college professor” in your college. Write a report summarizing your findings.		7				
647	9	A national technical event was organized at your institute. As a co-ordinator, write a report on the same to be submitted to the principal.		7				
648	9	Draft a report on various curricular, co-curricular and extra-curricular activities organized in your department / college to be published on GTU website.		7				
649	9	Enlist the types of Reports.		3				
650	9	A cultural event was organized at your college in which students from technical colleges all over Gujarat participated. Draft a Report on the same that is to be sent to the Principal.		7				
651	9	Micromax co. Ltd, Mumbai wants to establish a new plant near Sanand, Gujarat. As a consultant engineer, write a feasibility report on establishing a factory in Sanand, Gujarat.		7				
652	9	Imagine you are a General Manager of a company. Write a detailed report to your Managing Director about the fire accident in the manufacturing unit with suggestions to avoid such accidents in future.		7				
653	9	Draft a technical proposal to solve the problem of shortage of parking space in your campus due to growing number of vehicles every year.		5				
654	9	Discuss important factors which help in making a technical proposal an effective one.		6				
655	9	How to format a technical proposal?		7				
656	9	Discuss why Unsolicited Proposals can often be the most difficult kind of proposal to get approved.		3				
657	9	How Solicited proposals can work effectively as compared to unsolicited proposals.		3				
658	9	There are 4 kinds of proposals, categorized in terms of solving a problem within your own organization or someone else’s. Enlist these proposals and discuss in detail.		6				
659	9	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.		6				
660	9	An agency has just started using a new online data system, but the user’s manual is technically complex and difficult to read. You receive a request for proposals from this agency to write a simplified guide or startup guide.		7				
661	9	An organization wants a seminar in your expertise. You write a proposal to give the seminar—including in the package deal is a guide or handbook that the people attending the seminar will receive.		7				
662	9	Imagine that a company has a problem or wants to make some sort of improvement. The company sends out a request for proposals; you receive one and respond with a proposal.		7				

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663	9	What are the different purposes for which technical proposals are necessary?		7				
664	9	Prepare technical description of any one tool, mechanism or a piece of equipment with useful information and a clean diagram.		4				
665	9	Discuss the guidelines for preparation of a technical description.		7				
666	9	Discuss details that are covered in the technical description.		7				
667	9	Give suggestions for effective technical description.		7				
668	9	Identify the difference in the technical description of an object and technical description of a process.		7				
669	9	You as a student visited Industry from your college. Make a Technical report showing benefits of visit.Report should reflect effective use of all		4				
670	9	The Real Purpose Of A Resume is?		3				
671	9	Do a person need to List his/her work achievements, not Just his/he duties and responsibilities? If yes then explain it in detail.		3				
672	9	What's The Worst Resume Mistake Ever?		3				
673	9	Your friend's resume Is too Long And Wordy. Give tips to him about how he can Cut It Down Efficiently?		3				
674	9	While reading book of Effective Technical Communication, you came to know about the 4 different types of Resume.Name and explain each only in 1 line.		4				
675	9	Your friend have experice of 5 years in perticular engineering field. Give him/her tips to write resume for MNCs.		6				
676	9	In your opinion,Which Resume Format Is Best To Use: Chronological, Functional, Mixed, Or CV? Defend your opinion.		3				
677	9	In how many ways resume can be written according to requirements? Discuss each type in detail.		7				
678	9	Is It Better To Position Yourself As a Generalist Or Specialist On Your Resume? Defend your opinion.		3				
679	9	Amazo Engineering Solutions, Ayyappa Road, Chennai needs assistant engineers from all branches for its various projects across the country. Draft an application for the same stating your desirable place to work, education details etc.		7				
680	9	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.		7				
681	9	Enlist advantages of well-written agenda of the meeting.		5				
682	9	Discuss the points must be taken care with writing an agenda for the meeting.		5				
683	9	Enlist 5 C's of tools for writing effective communication, explain any 2.		5				
684	9	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.		7				
685	9	Write an agenda for weekly team meeting held at Zymr systems located in Silicon Valley.		4				

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686	9	Write minutes of meeting for review meeting held for product development and planning.		4				
687	9	Imagine you are a Senior Manager of a company. Write a detailed report to your General Manager about the Gas leakage accident in the manufacturing unit with suggestions to avoid such accidents in future		4				
688	9	What is agenda of meeting? Enlist and explain different types of resumes according to the necessities		4				
689	9	Tata consultancy service organizes meeting very often. Manager Punit is making agenda of meeting, what will be the advantages of his well-written agenda. Give 4 advantages.		4				
690	9	Discuss the significance of agenda and minutes with reference to meetings.		4				
691	10	in which situation you have to always address the difficult person with his name, listening to one's name makes one feel to be treated well. It will make the caller clamer.	dealing with a difficult caller	1	while discussing business deals on call	while planing a travelling trip to foreign country	never it is needed to address the person	dealing with a difficult caller
692	10	Why are telephone greetings so important?	It is the first impression.	1	It is the first impression.	It shows that you are happy.	It shows that you are polite.	Its company policy
693	10	What is important about your voice?	All of these	1	The volume.	The speed.	The tone	All of these
694	10	When putting a caller on hold, what do you need to say or ask?	Ask if it is ok to put the caller on hold.	1	Would you like to be put on hold?"	Ask if it is ok to put the caller on hold.	I apologize for the inconvenience."	All of these
695	10	When taking a caller off hold, what should you say?	"Thank you for holding."	1	"Thank you for holding."	"I apologise for the inconvenience."	"I told you it was not going to be long."	All of these
696	10	Who should end the phone call first?	The person who called.	1	The person who called.	It doesn't matter.	The person who answered.	All of these
697	10	What item(s) listed below are considered OK while answering the phone?	You shouldn't have any distractions of any kind.	1	Chewing gum.	Listening to the low music in the background.	Smoking.	You shouldn't have any distractions of any kind.
698	10	Which of the following are ok while talking on a phone?	you should not have any distraction	0.5	listening to slow music	talking to another person in front of you	eating because the other person can't see you	you should not have any distraction
699	10	Why should you be calm and be a good listener to a difficult listener even if it is not your fault?	because you are representing your organization	0.5	otherwise you will lose your job	otherwise you will lose your job	to impress your colleagues	because you are representing your organization
700	10	Which of these is a tip for small talks?	All of these	1	Have a positive body language with a smile	Be the first one to initiate conversation	Avoid topics like your own personal problems and controversial issues like politics or religion	All of these
701	10	BCC is used when one wants to protect the privacy of recipients of large mailings.	TRUE	1	TRUE	FALSE		
702	10	CC is used to protect the privacy of recipients of large mailings.	FALSE	1	TRUE	FALSE		
703	10	Which of the following is not an e-mail etiquette?	writing in all capital letters	0.5	Writing a proper subject	mentioning your contact details at the end	keeping it short and to the point	writing in all capital letters
704	10	Which of the following is true in context of small talks?	used for bonding	0.5	gives agenda of meeting	involves negotiation	talking with low volume	used for bonding
705	10	Which of the following can be a topic for small talks?	weather	0.5	religion	personal matters	health problems	weather
706	10	We are not able to manage time due to	Procrastination	1	Planning	goal setting	Procrastination	deciding priority
707	10	Email addresses are case sensitive.	FALSE	1	TRUE	FALSE		

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708	10	Email is a reflection of	Professionalism,Values,attention to detail	1	Designation and Pride	Professionalism,Values,attention to detail	Authority and status	make them friendly
709	10	How often should exclamation points be used in a business email?	Rarely	1	Never	Rarely	Always	During unofficial hours
710	10	We should use words in 'color' in our business emails.	FALSE	1	TRUE	FALSE		
711	10	Greeting a customer in an email is not at all important in a business email	FALSE	1	TRUE	FALSE		
712	10	A co-worker shares office gossip/rumors with you, you:	Politely listen and keep the information to yourself	1	Tank him for telling you and pass the stories on	Check out the facts with other employees	Politely listen and keep the information to yourself	Add more false information and pass along
713	10	Just like communicating over the phone, email also reflects our personality to the reader.	TRUE	1	TRUE	FALSE		
714	10	You 'CC' someone in an email only if you want to:	Keep them informed of the situation outlined in the email	1	Keep them informed of the situation outlined in the email	Want them to do something about what is mentioned in the email	To compare data	To ask for permission
715	10	How will you prepare for a business trip abroad? What manners and etiquettes will you follow?		7				
716	10	What care will you take when a foreign counterpart is going to visit your country?		4				
717	10	Write a note on etiquette that one should follow while receiving or placing a call for business purpose.		4				
718	10	Explain how to deal with difficult callers in the organization?		4				
719	10	What are the Do's and Don'ts of telephonic conversations?		4				
720	10	Prahar is working in a MNC Accenture at Indian branch. Accenture decided to send Prahar to USA for training by which work management can be improved, which are the etiquettes he should follow. Suggest 8 points.		4				
721	10	Elaborate Gift giving, meeting mannerism and Punctuality etiquettes of foreign business trips.		4				
722	10	Small talk is an important people skill required for professionals. Justify this statement.		4				
723	10	Give tips for small talks.		4				
724	10	Write a short note on : Privacy culture		2				
725	10	What are the reasons that some people are unable to say NO even if they want to?		3				
726	10	What are the consequences of always saying a YES to other people's priorities?		4				
727	10	What are the techniques of effective time management? Explain advantages of time management.		7				
728	10	Give tips of effective time-management.		7				
729	10	what etiquettes caller should consist when the person to whom you want to talk picks up the call ?		5				
730	10	Explain the time-management matrix by showing Eisenhower decision matrix, to do proper time management and analyze to know your major time wasters?		5				
731	10	If you want to use your time effectively, which of the things you will do? Explain in terms of Eisenhower decision matrix of time management.		5				

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732	10	There is a time in your life when you are not able to manage your time wisely, you came to know about one matrix for time management. Name that and Prepare that matrix suggesting proper distribution of activities and mention sequence number according to priority.		4				
733	10	Write a note on etiquettes that you must follow while writing an e-mail.		5				