

G H Raisoni College of Engineering and Management, Pune

(An Autonomous Institution)

F.Y B. Tech (Engineering)

Second Term (2020-21)

CAE-I (2020 Pattern)

Communication Skills (UHUL101)

[Time: 1 Hour]

[Max. Marks-15]

COURSE OUTCOME:

Upon successful completion of this course, student will be able to:

1. Students shall realize the value and relevance of communication functionalities.
2. Students shall coordinate, collaborate and corroborate through LSRW Skills.
3. Students shall attribute their Impactful communication through power body language.
4. Students shall confidently exhibit their technical proficiencies through effectual PPTs and Professional Conduct.
5. Students shall be strongly opinionated and thoughtful about the contents they are introduced to.

Instructions to the candidates:

1. (CO1/CO2) at the beginning of question/sub question indicates the course outcome related to the question.
2. All questions compulsory.
3. Neat diagrams must be drawn wherever necessary.
4. Figures to the right indicate full marks.
5. Assume suitable data, if necessary.

CO	Sub Questions	
CO1	a) <i>Explain the significance of self-introspection in the process of communication (better understanding of oneself)</i>	5
	b) <i>Classify your SWOT in the form of chart and present a write-up of about 150 words for - why it is important to decipher one's strength and weakness and to know about the opportunities and threats that are present in our surrounding related to your goals/aspirations/ambitions.</i>	5
CO2	a) <i>Prepare a dialogue between a caller and a receiver discussing about the service of a recent product that has been purchased by one of them and it didn't meet the expectation. You have to create your own context, time and date. Follow the telephone etiquette language and mannerisms.</i>	5

Best of Luck!