

G. H. RAISONI COLLEGE OF ENGINEERING AND  
MANAGEMENT, WAGHOLI PUNE  
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Department: F.V. B.TECH

Term/Session - II

Date of Examination: 26/06/21


Subject Name/Code: COMMUNICATION SKILLS (UHUL101).

Roll No: C70

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- C01 a) Introspection is self-examine process for more of us when it comes to the communication. It tells about our thoughts and feelings. Introspection without knowledge about ourselves and trying to bring positive change is a wasted opportunity. Self-Introspection is to bring emotional awareness. In communication it is very important for us to be self-aware. In communication the way we deal with every situation tells more about our personality. It also gives us a better idea how our words impact others. Self-Introspection also gives us an idea how to talk when the things are not so impactful to the listeners. This will also make us more conscious and more aware. It will also help us in understanding the areas we lack in and how in future we can improve upon it and also will make us more confident. Self-Introspection will let us know about our strong point as well and will boost us. When we get more self-aware we get more advantages and benefits.

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1. We overcome our fears
2. We make better decision
3. Helps in reducing stress and anxiety.
4. Understanding our own potential.

This is just the cream you see on the cake but the real process is very hard because not everyone can be honest with oneself. Self-scouting is not hard when you believe and have faith in yourself.

b.) SWOT stands for Strengths Weakness Opportunities and Threats.

Strengths	Weakness	Opportunities	Threats
Good at Programming	Socially not aware	Growth of knowledge	Lack of time
Confident	Mathematics	Improve Writing skills	Competition
Creative	Leadership	Enhance Personal Development	Falling behind tasks
Mission with mission	Lack of focus	Build good Network	Overthinking
Table Tennis National level Player.	Mind Distractions	Ability to deal with obstacles	Better people with better skills.



Identifying our strengths is a great way to fear of weakness. It gives us better understanding of ourself and how we do well in particular areas.

Identifying our weakness gives us a clearer understanding of things which is holding ourself back. We can work upon these areas to be good later.

Knowing about the Opportunities can give us an competitive advantages.

Knowing threats give us a better idea that how we can improve upon ourselves and then we become threats to others. The key learning is never stop learning and improving.

CO 2 a) CUSTOMER (RAM) and CUSTOMER (PRE) (AJAY):

AJAY: Hi this is Ajay from Havells Pvt. Ltd. How are you?

RAM: I'm doing great! What about you?

AJAY: Great to hear! I'm doing very well, thank you for asking. How may I help you today?

RAM: Recently I purchased a bulb on 20<sup>th</sup> July 2021 and the bulb has fused within 6 days. It didn't meet expectation.

ATAV: I'm sorry to hear that. What can I do to help? If you give me your full name and order number, we can go ahead and start making correction for you.

RAM: My Order Number is ID 306 and my name is Ram.

ATAV: Yes sir we have your order details here. What can I do to help?

RAM: As I mentioned earlier my bulb has fused and I want to replace it since it is in warranty period and didn't meet expectation.

ATAV: Sir, your order will be placed since your product is in warranty period.

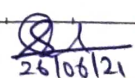
RAM: When can I expect the refund because I don't want to replace didn't meet expectation of product.

ATAV: Sorry for that Sir. It will not be repeated again Sir.

RAM: OK! when can I get my refund?

ATAV: Your salesman will refund the money at your doorstep.

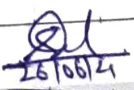
RAM: Oh nice!

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AJAY: Anything we can improve upon Sir?

RAH: No. Thank you!

AJAY: Thank you for calling Havelles Pvt. Ltd. Have a nice day!

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