

**GUJARAT TECHNOLOGICAL UNIVERSITY****BE - SEMESTER- III EXAMINATION – SUMMER 2020****Subject Code: 3130004****Date: 26/10/2020****Subject Name: Effective Technical Communication****Time: 02:30 PM TO 05:00 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

**MARKS**

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

**OR**

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

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

**OR**

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

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