

GUJARAT TECHNOLOGICAL UNIVERSITY**BE - SEMESTER-III (NEW) EXAMINATION – WINTER 2021****Subject Code:3130004****Date:15-02-2022****Subject Name:Effective Technical Communication****Time:10:30 AM TO 01:00 PM****Total Marks:70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Simple and non-programmable scientific calculators are allowed.

MARKS

- Q.1** (a) “An effective presenter should be well equipped with the paralinguistic features” – Explain. **03**
- (b) Write a brief note on: (1) Kinesics (2) Proxemics **04**
- (c) Define the term –Communication and Explain the Communication Process with a proper diagram. **07**

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

OR

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

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

OR

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

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

OR

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

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

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

(b) Explain the following terms with reference to the self-development. **04**
(a) Change, (b) Grow, (c) Persist, (d) Prioritize

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

OR

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

(b) Explain the following terms with reference to the self-assessment. **04**
(a) Listen, (b) Record, (c) Remember, (d) Assess

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