

GUJARAT TECHNOLOGICAL UNIVERSITY**BE - SEMESTER– III (New) EXAMINATION – WINTER 2019****Subject Code: 3130004****Date: 22/11/2019****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
Q.1 (a) Define nonverbal communication and enlist various components of nonverbal communication.	03
(b) Explain the term 'kinesics' and its components - facial expressions, gestures, postures, eye contact, touch in	04
(c) Define the term 'communication' and explain the process with the help of a diagram.	07
Q.2 (a) Explain significance of intercultural and interpersonal communication in professional life.	03
(b) Prepare technical description of any one tool, mechanism or a piece of equipment with useful information and a clean diagram.	04
(c) 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.	07
OR	
(c) 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.	07
Q.3 (a) What are paralinguistic features? Explain their importance with special reference to delivering a presentation.	03
(b) 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.	04
(c) 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.	07
OR	
Q.3 (a) 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.	03

- (b) Define the term 'Proxemics' and explain intimate space, personal space, social space and public space. **04**
- (c) 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. **07**
- Q.4** (a) For effective communication, one must develop critical and creative thinking process. Discuss. **03**
- (b) What is group discussion as part of the recruitment process? Which key skills are essential for successful participation in group discussion? **04**
- (c) Elaborate the following verbs/actions for self-development-Read, Learn, Listen, Remember, Think. **07**
- OR**
- Q.4** (a) Define negotiation skills. What are various stages of negotiation process? **03**
- (b) Write a brief note on: 1. Persist 2. Dream **04**
- (c) Define Engineering ethics. Explain significance of its study with reference to an individual and an organization. **07**
- Q.5** (a) Write a brief note on ethical dilemma and steps to resolve it. **03**
- (b) Write a note on etiquette that one should follow while receiving or placing a call for business purpose. **04**
- (c) What are the techniques of effective time management? Explain advantages of time management. **07**
- OR**
- Q.5** (a) Explain various approaches for making moral choices. **03**
- (b) Why is it important to learn to say NO? How can it be expressed politely? **04**
- (c) How will you prepare for a business trip abroad? What manners and etiquettes will you follow? **07**
