

**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.

	<b>MARKS</b>
<b>Q.1</b> (a) Define nonverbal communication and enlist various components of nonverbal communication.	<b>03</b>
(b) Explain the term 'kinesics' and its components - facial expressions, gestures, postures, eye contact, touch in	<b>04</b>
(c) Define the term 'communication' and explain the process with the help of a diagram.	<b>07</b>
<b>Q.2</b> (a) Explain significance of intercultural and interpersonal communication in professional life.	<b>03</b>
(b) Prepare technical description of any one tool, mechanism or a piece of equipment with useful information and a clean diagram.	<b>04</b>
(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.	<b>07</b>
<b>OR</b>	
(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.	<b>07</b>
<b>Q.3</b> (a) What are paralinguistic features? Explain their importance with special reference to delivering a presentation.	<b>03</b>
(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.	<b>04</b>
(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.	<b>07</b>
<b>OR</b>	
<b>Q.3</b> (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.	<b>03</b>

- (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**

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