

**GUJARAT TECHNOLOGICAL UNIVERSITY****BE - SEMESTER-III (NEW) EXAMINATION – SUMMER 2024****Subject Code:3130004****Date:11-07-2024****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.

- Q.1** (a) Explain the role of kinesics in making professional communication effective. **03**  
 (b) Effective Interpersonal communication is a deciding factor of success for any organization-- Explain the statement with examples. **04**  
 (c) Define the term Communication. Explain communication process with diagram. **07**
- Q.2** (a) You are the president of Cultural club of your college. Your club is planning to organize a one-day cultural festival in your college. Draft agenda of the meeting for this purpose. **03**  
 (b) Prepare technical description of Air pods/a smart watch. **04**  
 (c) You are a giant player of electronic goods in Indian Market. Recently, one of your store-houses caught fire and there is a major monetary loss and casualty too. Draft an inspection report of the incident. **07**
- OR**
- (c) Being a fresh graduate, prepare unsolicited resume along with cover letter for your dream job in recognized company. **07**
- Q.3** (a) How creative thinking helps in organizational communication? **03**  
 (b) Negotiation is not just something we do on a business course; it is a skill for life - explain the statement. **04**  
 (c) List the three types of organizational GD? Explain Brainstorming technique in detail. **07**
- OR**
- Q.3** (a) Prepare an outline of the presentation on the topic: How can we do away with mobile addiction? **03**  
 (b) Your friend is preparing for Telephonic interview, what tips will you give him for presenting his best in the interview? **04**  
 (c) Suppose you want to take car loan from CDFC Bank. Write a letter to the Chief Manager, CDFC Bank of your locality requesting him/her to send you all the information related to car loans by CDFC Bank. **07**
- Q.4** (a) Define Ethics and explain its importance. **03**  
 (b) What arrangements will you make for the visit of your foreign counterpart? **04**  
 (c) Discuss various approaches on which moral decisions are made. **07**
- OR**
- Q.4** (a) What is Engineering Ethics? **03**  
 (b) Explain 'sense of Responsibility' in relation to Engineering ethics. **04**  
 (c) Discuss the steps in resolving ethical dilemmas. **07**
- Q.5** (a) Which preparation one requires before going for foreign business trip? **03**  
 (b) How 'saying NO' will help you create your image at your workplace? **04**  
 (c) 'Attitude is everything' - explain the statement in relation to Time management. **07**
- OR**
- Q.5** (a) Define small talks. List few topics for small talks. **03**  
 (b) What is a good 'phone personality'? **04**  
 (c) Explain following words in relation to self-development of a student with suitable examples: Listen, Read and Think **07**

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