

GUJARAT TECHNOLOGICAL UNIVERSITY
BACHELOR OF ENGINEERING – SEMESTER 3 – EXAMINATION – SUMMER 2026

Subject Code: 3130004

Date: 01/07/2026

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.**
- 4. Simple and non-programmable scientific calculators are allowed.**

- Q.1** (a) Explain the importance of interpersonal communication in an organization. **03**
- (b) Write a short note from any one of the following. **04**
1. Proxemics
 2. Para linguistics
- (c) Define communication. Explain the process of communication comprehensively, detailing each key component, and illustrate the process using a neat, labelled diagram. **07**
- Q.2** (a) Write a short note on 'agenda of meeting'. **03**
- (b) The Civil Engineering Team held a short project meeting on site at 2:00 PM today to discuss an unexpected delay due to heavy rainfall. Write the Minutes of the Meeting (MoM) for this session, including the attendees, the main decision, and the action item with its responsible person. **04**
- (c) You incorrectly billed a client for 40 hours of engineering consulting instead of 25 hours. Write an Apology Letter that corrects the error and offers a 10% discount on the revised invoice. (invent necessary information) **07**
- OR
- Q.2** (c) You have ordered 50 new computers for your institute. The order is getting delayed by the company. Draft a complain letter asking for reasons of delay. (invent necessary information) **07**
- Q.3** (a) Briefly explain the primary purpose of a Group Discussion. **03**
- (b) Explain the qualities of a good negotiator. **04**
- (c) You are applying for a job as an Assistant Engineer of your respective engineering field. Prepare a resume for it. **07**
- OR
- Q.3** (a) What are the key factors in accepting and sharing the responsibilities? **03**
- (b) Your friend is going to face a job interview for the post of Assistant Engineer. Explain to him/her Do's and Don'ts of interview. **04**
- (c) Explain the key strategies a speaker should use to make a technical presentation audience-centric and highly effective. **07**
- Q.4** (a) Enlist the etiquettes for small talk. **03**
- (b) Prepare the checklist to speak confidently in public **04**
- (c) Discuss in detail key manners and etiquettes that a professional should follow when on a business trip to meet clients or partners. **07**

OR

Q.4	(a) Analyse the qualities of a responsible professional.	03
	(b) Explain the two opposing ideas on whether ethical behavior is an inherent trait or if it is something that can be learned and developed by professionals.	04
	(c) How do Critical and Creative Thinking plays a vital role in communication? Explain in detail with example.	07
Q.5	(a) How would you respect the privacy of others?	03
	(b) Write a short note on any one of the following.	04
	1. Change	
	2. Grow	
	(c) Discuss advantages of 'Time Management' in detail.	07
	OR	
Q.5	(a) Discuss the strategies to say 'NO' in brief.	03
	(b) Write a short note on any one of the following.	04
	1. Prioritize	
	2. Read	
	(c) Telephone communication remains critical for professional success. Analyze and explain four essential telephone etiquettes that an engineer must follow when dealing with a client's urgent technical query.	07
