GUJARAT TECHNOLOGICAL UNIVERSITY

3 SEMESTER – OLD PAPER – WINTER 2025 TO SUMMER 2026 – QUESTION BANK

Subject Name & Code: Professional Communication and Ethics- BE03000051

Chapter 1: Professional Communication

Repeated Questions:

None identified.

Other Important Questions:

1. Communication Barriers and Models (Theory):

- **Q.** Define communication barriers. List any three with examples. **(WINTER 2025, 3 Marks)**
- **Q.** Identify and explain any two models of communication. How are they relevant in today's work culture? **(WINTER 2025, 7 Marks)**

2. Non-Verbal Communication (Theory):

- **Q.** Explain the significance of non-verbal communication in workplace settings. **(WINTER 2025, 4 Marks)**

Chapter 2: Professional Documentation

Repeated Questions:

None identified.

Other Important Questions:

1. Memo and Technical Description (Short Writing):

- **Q.** Draft a short memo informing staff about revised office timings. **(WINTER 2025, 3 Marks)**
- **Q.** Write a short technical description of a smartphone highlighting its unique features. **(WINTER 2025, 4 Marks)**

2. Letter and Proposal Writing:

- **Q.** Draft a complaint letter from ABC Enterprises, Ring Road, Surat - 395002 to The Manager, XYZ Supplies Pvt. Ltd. 45, GIDC Estate, Vatva, Ahmedabad - 382445 regarding the receipt of defective products - specifically 200 units of LED Display Panels (Model: LDP-600) and 100 units of Power Supply Modules (Model: PSM-240W) **(WINTER 2025, 7 Marks)**
- **Q.** Write a proposal to your department head requesting purchase of new laboratory equipment. **(WINTER 2025, 7 Marks OR)**

Chapter 3: Advanced Public Speaking Skills

Repeated Questions:

None identified.

Other Important Questions:

1. Speeches and Presentations:

- **Q.** Define persuasive speaking. **(WINTER 2025, 3 Marks)**
- **Q.** List four delivery techniques used in professional presentations. **(WINTER 2025, 4 Marks)**
- **Q.** Prepare an outline for an informative speech on 'Artificial Intelligence in Everyday Life'. **(WINTER 2025, 7 Marks)**
- **Q.** Draft the opening statement of a motivational speech for new engineering graduates. **(WINTER 2025, 7 Marks OR)**

2. Job Interviews and Conferences (Theory):

- **Q.** Explain any two stages of a job interview. **(WINTER 2025, 3 Marks OR)**
- **Q.** Discuss two advantages and two limitations of participating in conferences. **(WINTER 2025, 4 Marks OR)**

Chapter 4: Professional Etiquette: Essential Guidelines

Repeated Questions:

None identified.

Other Important Questions:

1. Internet, Telephonic and Mobile Etiquette:

- **Q.** Define internet etiquette. Give two short examples. **(WINTER 2025, 3 Marks)**
- **Q.** Explain the importance of etiquette while attending telephonic/online meetings. **(WINTER 2025, 4 Marks)**
- **Q.** Design a short 'Mobile Etiquette Code' for students in classroom/online learning. **(WINTER 2025, 7 Marks OR)**

2. Morals, Etiquette and Professional Reputation (Theory):

- **Q.** Critically evaluate how lack of etiquette can affect professional reputation. **(WINTER 2025, 7 Marks)**
- **Q.** Differentiate between morals and etiquette. **(WINTER 2025, 3 Marks OR)**

3. Business Etiquette and Code of Conduct:

- **Q.** State four guidelines for business etiquette during foreign visits. **(WINTER 2025, 4 Marks OR)**
- **Q.** State four key points to remember while receiving a foreign counterpart in your office (bullet points). **(SUMMER 2026, 4 Marks)**
- **Q.** Design a short code of conduct guide (5-6 points) for interns joining a multinational company. **(SUMMER 2026, 7 Marks)**

Chapter 5: People Skills for Professional Communication

Repeated Questions:

None identified.

Other Important Questions:

1. Stress and Time Management (Theory):

- **Q.** Define stress management. Why is it important for professionals? **(WINTER 2025, 3 Marks)**
- **Q.** What is time management? Why is it important for professionals? **(SUMMER 2026, 3 Marks)**

2. SWOT Analysis (Self-Assessment):

- **Q.** Perform a basic SWOT analysis of yourself as a communicator. **(WINTER 2025, 4 Marks)**
- **Q.** Perform a basic SWOT analysis of yourself as an engineering student (short bullet points). **(SUMMER 2026, 4 Marks)**

3. Thinking Skills (Theory):

- **Q.** Differentiate between creative thinking and critical thinking. **(SUMMER 2026, 3 Marks)**

4. Ethics and Boundaries at Work:

- **Q.** Evaluate the ethical dimensions of refusing to work overtime under pressure. **(WINTER 2025, 7 Marks)**
- **Q.** Critically assess how respecting privacy and saying 'No' are essential to maintaining healthy boundaries in a team environment. **(SUMMER 2026, 7 Marks)**

Chapter 6: Professional Ethics

Repeated Questions:

1. Engineering Ethics (Theory):

- **Q.** Define engineering ethics. / What do you understand by "engineering ethics"? **(WINTER 2025, 3 Marks OR; SUMMER 2026, 3 Marks OR)**

2. Corporate Social Responsibility (Theory):

- **Q.** Explain Corporate Social Responsibility (CSR) with one Indian company example. / What is Corporate Social Responsibility (CSR)? Give two examples of how companies fulfill it. **(WINTER 2025, 4 Marks OR; SUMMER 2026, 4 Marks OR)**

Other Important Questions:

1. Ethical Dilemmas (Case Based):

- **Q.** You are an engineer asked to conceal data about an unsafe product. Explain your ethical responsibilities. **(WINTER 2025, 7 Marks OR)**
- **Q.** You are an engineer in a company dumping waste illegally. Explain your ethical responsibilities and suggest how to resolve the situation. **(SUMMER 2026, 7 Marks OR)**

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