

General Department

Assignments 2020-2021

Effective Technical Communication (3130004)

For all branch of Semester 3

S.N	Question	Unit No	CO	Marks
1	Define the term 'communication' and explain the process with the help of diagram.	1	CO 1	10
2	Define nonverbal communication by explaining its components in detail.			10
3.1	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.	2	CO 2	5
3.2	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.			5
4.1	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.			5
4.2	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			5
5	Write technical description of any one gadget/tool/machine.			5
6.1	What is group discussion as part of the recruitment process? Which key skills are essential for successful participation in group discussion?	3	CO 3	10
7.1	Define negotiation skills. What are various stages of negotiation process?	3		5
7.2	For effective communication, one must develop critical and creative thinking process. Discuss.	3		5
8.1	Define Engineering ethics. Explain significance of its study with reference to an individual and an organization.	4	CO 4	8
8.2	Write a brief note on ethical dilemma and steps to resolve it.	4		4
9.1	Write a note on etiquette that one should follow while receiving or placing a call for business purpose.	5		8
9.2	Why is it important to learn to say NO? How can it be expressed politely?	5		8
10.1	Write a brief note on: 1. Persist 2. Dream	6		2
10.2	Elaborate the following verbs/actions for self-development-Read, Learn, Listen, Remember, Think.	6		5

Instructions:

Your Internal marks are 20. Marks will be awarded to you on the basis of your content. Make sure that you write all your assignments in legible handwriting. It is compulsory to write in assignments in term work pages/notebook/any other hand written mode. Computer typed assignments will not be accepted. If you wish to insert some tables/graphs, you can include them readymade. Put proper pagination in Index. Mention full question in index as topic name. You have to scan your assignment in PDF only and then you will be sending them in Microsoft Teams. You will be given full marks if you follow all the instructions mentioned above.

For any query, write in your Microsoft Channel of subject only.

Do not create unnecessary threads and reply only in the topic or query started.

Contact me if you seek an immediate help regarding subject content or any clarification.

S.N	Co No.	Cos	Unit associated with Cos
1	CO 1	Students will be able to <u>Understand dynamics of Verbal and Non Verbal aspects of communication</u>	Unit 1
2	CO 2	Students will be able to <u>Design formal and informal documents and professional communication</u>	Unit 2
3	CO 3	Students will be able to Communicate in diverse formal situations taking place in organizations	Unit 3
4	CO 4	Students will be able to Examine knowledge of ethical aspects of engineering, social and professional etiquettes, self-development and assessment.	Unit 4, Unit 5, Unit 6

Course Outcome (CO/Cos) or objective of course outcome means that after completion of particular chapter or entire syllabus students/learners must achieve/attain/develop skills/abilities as described/mentioned in Course Outcome.