

DiplETE – ET/CS (NEW SCHEME) – Code: DE99 / DC99**Subject: COMMUNICATION SKILLS & TECHNICAL WRITING****JUNE 2009****Time: 3 Hours****Max. Marks: 70****NOTE: There are 9 Questions in all.**

- **Question 1 is compulsory and carries 20 marks. Answer to Q. 1. must be written in the space provided for it in the answer book supplied and nowhere else.**
- **Out of the remaining EIGHT Questions answer any FIVE Questions. Each question carries 10 marks.**
- **Any required data not explicitly given, may be suitably assumed and stated.**

Q.1 Choose the correct or the best alternative in the following: (2×10)

- a. For job applications the following document/presentation is most important:
- (A) Technical report(s) of your earlier work.
 - (B) Power-point presentation.
 - (C) Personal statement.
 - (D) Curriculum vitae.
- b. In oral presentation of technical reports, the most essential component is:
- (A) Body language.
 - (B) Printed copy of the report.
 - (C) Minimum use of audio-visual aids.
 - (D) Copy of bio-data.
- c. The following punctuation is the most essential in good writing:
- (A) Question mark.
 - (B) Semicolon.
 - (C) Exclamation mark.
 - (D) Full stop.
- d. The commonly used foreign words / phrases in technical writing are:
- (A) cliché, locus standi, protégé.
 - (B) cliché, locus standi, protégé.
 - (C) pro rata, vice versa, per capita.
 - (D) circa, debacle, carte blanche.
- e. The most important form of written business communication has the following functions:
- (A) Response to query / statement of a problem.
 - (B) Rapport / communion.
 - (C) Promise for further business / asking more information.
 - (D) Mutual benefits / policy statement.
- f. For an interview, the following aspect is most important:
- (A) Reaching the venue in time and waiting for your turn.
 - (B) Use of long pauses while speaking.
 - (C) Supporting your views with long arguments.

(D) Speaking in a conversational style and smiling all the time.

g. In an interview, more importance is given to your:

- (A) Academic excellence.
- (B) Co-curricular activities.
- (C) Overall performance and general knowledge.
- (D) Family background.

h. The important guideline for preparing a good speech is:

- (A) Ideas you have to communicate.
- (B) Use of audio-visual and other electronic aids.
- (C) Talking of things the audience is interested in.
- (D) Encouraging questions during the speech.

i. Which one of the following topic is more relevant in the present-day context for a group discussion?

- (A) Ragging in educational institutions.
- (B) Science and technical education.
- (C) Role of professionals in society.
- (D) Reservation for women in parliament.

j. A statement which cannot be easily understood is:

- (A) Inexplicable.
- (B) Obscure.
- (C) Impractical.
- (D) Inept.

Answer any FIVE Questions out of EIGHT Questions.

Each question carries 10 marks.

- Q.2** Discuss how the body language, tone of voice, timing and duration of speech are effective in speaking on a technical topic. The topic is 'Losses in Transmission and Distribution of Electric Power'. (3+3+4)
- Q.3** a. What are the common barriers in good communication? (2)
- b. Discuss how to overcome these barriers in good communication. (8)
- Q.4** a. Differentiate between bio-data, personal resume and curriculum vitae. (3)
- b. You are applying for the job of a software engineer. Write your curriculum vitae accordingly. (7)
- Q.5** a. What are the commonly used audio-visual and power-point presentation aids in an oral presentation of technical reporting? (3+3)
- b. You have to speak for about 20 minutes on 'Feedback in Amplifiers'. Prepare a set of power-point presentation slides. (4)
- Q.6** Write brief notes on any **THREE** of the following:
- (i) Verb patterns in English.
 - (ii) Group discussion.
 - (iii) Paraphrase.
 - (iv) Synonyms and Antonyms. (3+3+4)
- Q.7** Discuss how the process of effective listening, feedback skills, hard and soft skills play an important role in good

communications. What are the common barriers to listening and how can these be avoided? **(3+3+4)**

- Q.8** You have been invited to appear in an interview for the post of Senior IT Engineer for software and hardware related work. How would you prepare yourself to perform well in the interview? If the Interview Board ask your expectations for the compensation (remuneration and other benefits), what would be your approach for getting more facilities from the employer? **(10)**
- Q.9** Explain the function of beginning, expansion and conclusion in a report. **(10)**

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