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GANDHI INSTITUTE OF ENGINEERING AND TECHNOLOGY, ODISHA, GUNUPUR (GIET UNIVERSITY)

B. Tech (Second Semester – Regular/ Supplementary) Examinations, April – 2025
23BBSHS12001 – Communicative English and Technical Communication
(Common to all branches)

Time: 3 hrs

Maximum: 60 Marks

Answer ALL questions
(The figures in the right-hand margin indicate marks)

PART – A**(2 x 5 = 10 Marks)**Q.1. Answer **ALL** questions

	CO #	Blooms Level
a. How does Computer Assisted Language Learning (CALL) help in learning English?	CO1	K1
b. Identify two situations where a functional résumé is more suitable than a chronological one.	CO4	K3
c. Explain the advantage of knowing your reading speed while preparing for exams.	CO3	K2
d. What is the difference between CC and BCC in email writing?	CO4	K1
e. Mention any two differences between conflict resolution and problem-solving.	CO2	K1

PART – B**(10 x 5 = 50 Marks)**Answer **ALL** the questions

	Marks	CO #	Blooms Level
2. a. Define technical communication and explain its key characteristics.	5	CO1	K1
b. How does self-learning through the internet help in technical education?	5	CO6	K1
(OR)			
c. Explain how technology can support self-learning for improving communication skills.	5	CO1	K2
d. Illustrate how technical communication plays a role in career development.	5	CO1	K3
3.a. Differentiate between a chronological and a functional résumé.	5	CO4	K2
b. Explain the benefits of conducting a SWOT analysis.	5	CO2	K2
(OR)			
c. Describe the common mistakes candidates often make in job interviews and explain why they occur.	5	CO2	K2
d. List and explain five key etiquettes that one should follow while attending or conducting a meeting.	5	CO2	K1
4.a. Identify and analyse common barriers to effective reading.	5	CO3	K3
b. Explain the SQ4R method and its use in improving comprehension.	5	CO3	K2
(OR)			
c. Describe the intensive and extensive reading techniques with suitable examples.	5	CO3	K2
d. Differentiate between skimming and scanning with examples.	5	CO3	K2
5.a. Explain the concept of email etiquette and its significance in maintaining professionalism in workplace communication.	5	CO4	K2
b. Explain the components of a technical proposal.	5	CO4	K1
(OR)			
c. You are the Class Representative of your department. The university recently announced a sudden change in the mid-semester exam schedule, which now	10	CO5	K3

clashes with a previously approved industrial visit planned for your batch. Many students are concerned as the visit was crucial for their project work and industry exposure. Write a formal email to the Head of Department (HOD) requesting a rescheduling of the industrial visit or seeking an alternate arrangement that would allow students to attend both the visit and the examination.

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|------|--|---|-----|----|
| 6.a. | List and explain any four tips to improve conflict resolution skills. | 5 | CO2 | K2 |
| b. | Explain the impact of unresolved conflicts on workplace productivity. | 5 | CO5 | K2 |
| (OR) | | | | |
| c. | Differentiate between conflict resolution and problem-solving with examples. | 5 | CO2 | K2 |
| d. | Identify common challenges encountered during problem-solving in a team setting and suggest effective ways to overcome them. | 5 | CO5 | K3 |

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