

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -3 EXAMINATION- 2024

B.Tech-I Semester (CSE/IT/ECE/CE/BT/BI)

COURSE CODE (CREDITS): 21B11HS111

MAX. MARKS: 35

COURSE NAME: ENGLISH

COURSE INSTRUCTORS: DELER SINGH, ATUL K SINGH

MAX. TIME: 2 Hours

Note: (a) All questions are compulsory.

		CO	Marks
Q1	"Leaders who don't listen will eventually be surrounded by people who have nothing to say." This quote by Andy Stanley, an American author and pastor, speaks a volume about the importance of empathetic listening. Evaluate this statement based on your understanding of the meaning and concept of empathetic listening. Also, suggest how to listen empathetically for effective workplace communication.	1	5
Q2	According to Albert Mehrabian, 55% of communication is body language (kinesics), 38% is nonverbal yet vocal (paralanguage), and only 7% is language. Considering the above statement, evaluate how Chronemics may determine the quality of professional relationships.	5	5
Q3	'What is polite in one culture might be offensive in another'. Have you encountered a situation where cultural differences/ tone of voice/directness in communication/Haptics led to misunderstanding? Discuss. Also, discuss the role that Proxemics plays in workplace communication.	5	5
Q4	Pre-presentation jitters, also known as performance anxiety, can include symptoms like increased heart rate, trembling hands, excessive sweating, feeling nauseous and may lead to negative visualization. Suggest strategies to handle pre-presentation jitters?	2	5
Q5	Suppose you are a working professional in an IT industry and applied for a job with a better pay advantage. You have been selected for the same and are expected to join this new position soon. But now you realize that due to certain priorities, it will not be possible for you to switch to this new company. Write an email rejecting the new offer explaining your situation. Assume details wherever necessary.	4	5
Q6	In a workplace, the focus should be on minimizing barriers to communication for the uninterrupted flow of ideas and information. Explain how communication barriers impede successful communication. What necessary steps can be taken to minimize such barriers?	1	5
Q.7	Write an essay on the importance of having intercultural intelligence in successfully adjusting to a different cultural environment.	3	5