

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

Supplementary Examination- 2026

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

COURSE CODE(CREDITS): 25B11HS111

MAX. MARKS: 75

COURSE NAME: English

COURSE INSTRUCTORS: Deler Singh, Atul Kumar

MAX. TIME: 2 Hours

Note: (a) All questions are compulsory.

	Question	CO	Marks
Q1	Theories of communication help individuals connect with people both personally and professionally. Justify the statement by explaining the working of (i) Uncertainty Reduction theory and (ii) Social Exchange theory. Provide real-life examples to support your arguments.	CO1	10
Q2	Explain how an understanding of the Process of Communication will lead to effective interpersonal communication. Also, explain the significance of each step of this process. Make a well-labelled diagram and provide examples to support your answer.	CO1	10
Q3	Differentiate between constructive feedback and destructive feedback. What should one keep in mind when providing and receiving feedback to make the feedback process productive?	CO1	05
Q4	Discuss in detail the meaning and significance of each quadrant of the Johari window model. How may the understanding of this model lead to harmony and productivity in personal and professional life? Draw a well-labelled diagram of the model.		10
Q5	Draft a (i) Resume and a (ii) Cover Letter for the following advertisement. Assume the required details. A multinational company is looking for fresh engineering graduates for internship/job positions in various fields. Candidates may apply within 15 days of the advertisement's publication.		10
Q6	Differentiate between nonverbal communication and body language. Why is it important for engineers to have a deeper understanding of these concepts? Explain the meaning and significance of Proxemics and Chronemics in a multicultural/diverse workplace.		10
Q7	As the owner of a startup, write a persuasive email (indirect order) to your potential customers to convince them to buy your products.	CO5	05
Q8	As the HR manager of a company, write a letter (direct order) to the candidates who had applied for internship positions in your company regarding their selection. Make sure you provide them with all the necessary details they may need to know.	CO5	05
Q9	As a customer care executive, write an email (indirect order) to a customer who had requested a refund for a faulty product, informing them that they are not eligible for a refund. Make sure that the email is persuasive.	CO5	05
Q10	Write an essay on the importance of emotional intelligence and mental health in today's fast-paced and competitive world to stay focused and healthy. Provide suitable examples to justify your arguments.	CO3	05