

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -2 EXAMINATION- MAY-2023

COURSE CODE (CREDITS): 21B11HS211 (1)

MAX. MARKS: 25

COURSE NAME: Life Skills and Effective Communication

COURSE INSTRUCTORS: Dr Tanu & Dr Deler

MAX. TIME: 1 Hour 30 Minutes

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*Note: All questions are compulsory. Marks are indicated against each question in square brackets.*

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Q.1 People who know their own emotions and are good at reading emotional cues—for instance, knowing why they/others are angry and how to express themselves without violating norms—are most likely to be effective in personal and professional life. Considering the above mentioned statement, describe the role and importance of emotional intelligence for engineering professionals. (3)[CO4]

Q.2 Emotional intelligence (EI) is neither about suppressing nor giving free reign to emotions. Rather, EI is about utilizing your emotions to determine the right response to the right person at the right time. Justify the statement by giving suitable examples. Also, discuss in detail the strategies to improve emotional intelligence. (4)[CO4]

Q.3 Groups generally pass through a predictable sequence in their formation and evolution and ideally become more effective as they progress through various stages. Describe the five stage model of group development. Also highlight the significance of each step. (5)[CO3]

Q.4 Work groups have properties that shape members' behavior and help explain and predict individual behavior within the group as well as the performance of the group itself. Discuss in detail the properties that are essential for successful functioning of the formal groups. (4)[CO3]

Q.5 A team is a small group of people with complementary skills, who work actively together to achieve a common purpose for which they hold themselves collectively accountable. What are different types and characteristics of teams that function in most formal organizations? Support your answer with suitable examples. (5)[CO3]

Q.6 What causes social loafing in organizations? According to you what steps should managers take to prevent social loafing? (4)[CO3]