

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -3 EXAMINATION- 2023

B.Tech-II Semester (CSE/IT/ECE/CE)

COURSE CODE (CREDITS):21B11HS211 (1)

MAX. MARKS: 35

COURSE NAME: Life Skills and Effective Communication

COURSE INSTRUCTORS: Dr Tanu and Dr Deler

MAX. TIME: 2 Hours

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*Note: (a) All questions are compulsory.*

*(b) Marks are indicated against each question in square brackets.*

*(c) The candidate is allowed to make Suitable numeric assumptions wherever required for solving problems.*

*d) Attempt all question and their subparts in chronological order.*

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Q1. a) "Leadership is influence."—John C. Maxwell

Referring to the above quote, whom do you admire as a leader and why? (State their leadership style and traits)

b) Explain why is leadership crucial in organizations today? (4+4)[CO 2]

Q2. In a collective bargaining situation (Collective bargaining is the process in which working people, through their unions, negotiate contracts with their employers to determine their terms of employment, including pay, benefits, hours, leave etc.), where management and union leaders deliberate on work-related issues and come to a consensus, both the management and the union representatives indulge in a power game. However, the leadership styles are different for the management personnel and the trade union representatives. Enumerate and explain the differences. (5) [CO2]

Q3. "Effective listening means fewer errors and less wasted time" Evaluate the statement. (5) [CO 4]

Q4. Assume that you work for a large shoe manufacturer. Write an e-mail to your coworkers, persuading them to join a sports team. (You can choose the sport.) Make sure you mention the benefits that will appeal to the wide range of people working at your company. (6)[CO5]

Q5. Compose an e-mail congratulating a friend on his/her recent promotion. What approach (direct or indirect) would you use to write this message? Give valid reasons as to why you used this particular approach and how it is more suitable as compared to the other approaches of writing? (6)[CO5]

Q6. a) How do creativity and divergent thinking enhance the working of teams? [CO3]

b) In which different situations do Transformational and Transactional leadership styles works best? (2+3)