

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -3 EXAMINATION- 2025

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

COURSE CODE (CREDITS): 23B11HS311

MAX. MARKS: 35

COURSE NAME: LIFE SKILLS AND INTERPERSONAL DYNAMICS

COURSE INSTRUCTORS: Dr Deler Singh

MAX. TIME: 2 Hours

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

	Question	CO	Marks
Q1	<p>You are a member of a five-member project group. Initially, members are unsure of their roles, deadlines are missed, and communication is minimal. Using 'forming–storming–norming–performing' stages, explain:</p> <p>a) Which stage the group is currently in and why.</p> <p>b) Explain the stages involved in forming a group and discuss how a group can be effectively transformed into a cohesive team.</p>	CO3	7.5
Q2	<p>During your internship, you notice that a senior engineer handles customer complaints calmly, listens actively, and resolves issues without conflict. Meanwhile, a colleague with strong technical skills struggles to communicate and often reacts emotionally under pressure. Discuss how Emotional Intelligence (EI) can be measured in such workplace settings and explain two ways you could develop your own EI to perform better in similar situations.</p>	CO3	7.5
Q3	<p>Describe any model of decision-making and explain how it guides individuals in choosing the best possible option.</p>	CO4	5
Q4	<p>Discuss the role of creativity and critical thinking in problem-solving. How can these skills be applied together to generate innovative solutions to engineering challenges?</p>	CO4	5
Q5	<p>Describe the key stages of the negotiation process. How can engineering students apply these stages to negotiate roles, responsibilities, or resources in project work?</p>	CO5	5
Q6	<p>Explain how social skills, negotiation skills, and conflict management complement one another. Illustrate how these skills, when combined, help resolve disagreements and maintain team effectiveness.</p>	CO5	5