

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -2 EXAMINATIONS-2022

B.Tech-I Semester (CS/IT/ECE/Civil/BT)

COURSE CODE (CREDITS): 21B11HS211 (2)

MAX. MARKS: 25

COURSE NAME: Life Skills and Effective Communication

COURSE INSTRUCTORS: Dr Tanu Sharma

MAX. TIME: 1 Hour 30 Min

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

Q1. People's behavior is based on their perception of what reality is, not on reality itself. Discuss the statement. Cite relevant examples.

(Marks 3) [CO 1]

Q2. We all like to be associated with different groups. What are the different reasons that make us join groups?

(Marks 4) [CO 3]

Q3. If I had enough arms and legs and time I'd do it all myself. -Harold Geneen

Explain the quote by defining the importance of working in teams. What are the various measures a manager should take to prevent Social Loafing?

(Marks 3+3) [CO 3]

Q4. Being Emotionally Intelligence is more important than having higher IQ. Explain the statement. Cite relevant examples.

(Marks 5) [CO 3]

Q5. Read the case and answer the following questions.

(Marks 7) [CO 3]

Martha has been assigned a team of 10 people to help her plan a major customer appreciation event. They have been working together for over a month now and they just haven't really come together as a team. She was sure she started off well. She contacted each individual on the team and let them know their responsibilities on the project. Each of the members gets the tasks completed, but don't seem concerned with the others on the team. If someone needs help, no one pitches in to assist. If a team member has a problem, no one helps him to solve that problem. Just yesterday one of the team members had an emergency and asked if someone on the team could have a call with the sales team so she could leave early. No one offered to help so Martha jumped in to assist. Martha had to do something. This was a bad experience for everyone frankly and some folks already were talking about getting off the project. Plus she felt the event won't be as good as it could if they just came together as a team.

QUESTIONS

Q1. Differentiate between Work Groups and work Teams.(2)

Q2. What role do social skills play in building effective teams? (2)

Q3. What suggestions would you like to give to Martha, to make her team effective? (3)