

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -3 EXAMINATION- 2024

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

COURSE CODE(CREDITS):21B11HS211

MAX. MARKS: 35

COURSE NAME: Life Skills and Effective Communication

COURSE INSTRUCTORS: Dr. Atul Kumar Singh

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*

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1. Define emotional intelligence. What are its main characteristics? Discuss. What is the difference between EQ and IQ? Explain with examples. (1+3+3) (CO3)
2. What are the strategies for writing a persuasive message? Write a persuasive sales mail regarding a new product in the market convincing the customer to buy this product. (2+5) (CO4)
3. What is the difference between strategies of organizing a neutral message and organizing a negative message? As an HR representative, write a message to one of the employees telling them that their leaves cannot be granted for some reason. Invent details wherever necessary. (3+4) (CO5)
4. What are different types of teams? Discuss each with their advantages and disadvantages. (7) (CO3)
5. Discuss any three theories of leadership. Explain their characteristics and limitations. (7) (CO2)