

Jaypee University of Engineering & Technology, Guna**T-3 (Even Semester 2022)****21B11HS211-LIFE SKILLS AND EFFECTIVE COMMUNICATION**

Maximum Duration: 2 Hours

Maximum Marks: 30

Notes:

1. This question paper has 07 questions.
2. Write relevant answers only.
3. Do not write anything on question paper (Except your Er. No.).

Marks**Q1.** Read the case and answer the following questions:

Carbonite is a fast -growing manufacturing company. Mr. Dilip Khanna is the supervisor of a warehouse where unskilled workers are working. A few months back, the management had decided to install the new merchandised material handling equipment to reduce costs. Before installing the new equipment, Mr. Khanna made a lot of efforts to introduce the change by involving all the workers in it, since the workers lacked training and knowledge about productivity and cost reduction effects of this equipment. Ultimately, the new equipment was installed with the active cooperation of the workers. A few months afterwards, the company decided to install a sophisticated fixture in the electronic assembly department among a group of technical workers. Considering Mr. Khanna's success in the previous change, this job was also assigned to him. Mr. Khanna did not expect any opposition since the group consisted of educated employees who were in a better position to understand. Accordingly, he didn't make much effort introducing the new equipment which he had done in the past. The result was beyond anybody's imagination. The group resisted tooth and nail the introduction of the new system until it was given up. The mistake proved very costly to Mr. Khanna and he lost the job.

- (a) What, in your opinion, Mr. Khanna would have done to avoid resistance by the technical group to the proposed change? [03]
- (b) How do you explain the behaviour of the two groups in accepting or rejecting the change contemplated by the management? [02]

Q2. Define stress, what are its causes and implication on individuals' health and behavior? [05]
Elaborate the steps taken by today's organizations to manage stress amongst its employees?

Q3. Explain Hersey and Blanchard's Situational Leadership Theory with the help of suitable diagram. [05]

- Q4. "Conflict is destructive in nature and it should be resolved as soon as possible after it has been developed". Comment on the statement by detailing out the management of a conflict. [05]
- Q5. Ryan was really looking forward to lunch because his mother had prepared a tuna salad sandwich. Unfortunately, the mayonnaise she used had been left out too long and was spoiled. Not long after eating the sandwich, Ryan felt sick and had to rush to the bathroom. Thereafter, the mere mention of a tuna sandwich would make Ryan nauseous. [05]
- a) What is the unconditioned stimulus?
 - b) What is the unconditioned response?
 - c) What is the neutral stimulus that becomes the conditioned stimulus?
 - d) What is the conditioned response?
 - e) With reference to the above incident, briefly explain classical conditioning.
- Q6. "Leaders can't be made, they are born." Elaborate the statement in the light of trait theory of leadership. Also differentiate between trait and behavioral theory of leadership. [05]
- Q7. A meeting of academic council of Modi College, Patiala was held on 22 May 2022. The agenda items of the meeting were regarding Alumni Meet, Admission process for the session 2022-23, allocation of duties to the teachers for establishing healthy relations with the schools and persuade the students to take admission at their college, process of students' data collection from school, responsibilities and post of Admission Incharge and duties for lectures in schools for admission purpose etc. [02]
- (a) Draft a notice for the above meeting sent to each member arranging the agenda items properly. [02]
 - (b) Assuming yourself to be the Secretary, Write the minutes of the meeting. (Invent necessary details) [03]