

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
THIRD SEMESTER B.TECH DEGREE EXAMINATION, DECEMBER 2017

Course Code: HS210

Course Name: LIFE SKILLS

Max. Marks: 50

Duration: 2 Hours

PART A

Answer all questions, each carries 6 marks.

Marks

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| 1 | a) What are the different levels of communication? | (3) |
| | b) List and explain the different types of barriers in communication. | (3) |
| 2 | a) How does six thinking hat method help in decision making? | (3) |
| | b) Differentiate lateral thinking from vertical thinking. What are the four kinds of thinking tools used in lateral thinking? | (3) |
| 3 | a) "A group focuses on individual contribution, while a team must focus on synergy." Explain. | (3) |
| | b) Identify the type of group formed / constituted in each of the situations given below | (3) |
| | (i) An enquiry committee constituted to investigate a specific incident. | |
| | (ii) The Engineering Department of a company. | |
| | (iii) A group of members of a movie fans club. | |
| 4 | a) Compare and contrast Kohlberg theory and Gilligan's theory. | (4) |
| | b) What ethical responsibilities does an engineer have towards the environment? | (2) |
| 5 | Explain the six styles of leadership. | (6) |

PART B

Read carefully the following case and answer the questions given below, it carries 20 marks.

(Case study)

You are a trainee accountant in your second year of training within a small company. A more senior trainee has been on sick leave, and you are due to go on study leave. You have been told by your manager that, before you go on leave, you must complete some complicated reconciliation work. The deadline suggested appears unrealistic, given the complexity of the work. You feel that you are not sufficiently experienced to complete the work alone. You would need additional supervision to complete it to the required standard, and your manager appears unable to offer the necessary support. If you try to complete the work within the proposed timeframe but fail to meet the expected quality, you could face repercussions on your return from study leave. You feel slightly intimidated by your manager, and also feel pressure to do what you can for the practice in what are challenging times.

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| 6 | a) Who are the affected parties in the above passage? | (1) |
| | b) Identify relevant facts in the above situation. | (3) |
| | c) Who should be involved in coming up with a solution to this problem? | (4) |
| | d) Would it be right to attempt to complete work that is technically beyond your abilities, without proper supervision? | (4) |
| | e) Can you refuse to perform the work without damaging your reputation within the practice? | (4) |
| | f) What is the possible course of action that could be taken in this situation? | (4) |
