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Gandhi Institute of Engineering and Technology University, Odisha, Gunupur
(GIET University)



B. Tech (Eighth Semester - Regular) Examinations, April - 2025

21BCOOE48012 – Business Essentials

(Chemical Engg./CSE/CSEAIML/CSSEDS/ECE))

Time: 3 hrs

Maximum: 70 Marks

Answer ALL questions
(The figures in the right hand margin indicate marks)

PART – A

(2 x 5 = 10 Marks)

Q.1. Answer **ALL** questions

- What is the importance of effective communication in business?
- Define active listening and its role in communication.
- How does body language impact communication?
- What is the difference between verbal and non-verbal communication?
- What are the key components of a professional email?

PART – B

(15 x 4 = 60 Marks)

Answer **all** the questions

Marks

- | | | |
|-------|---|----|
| 2. a. | What are interpersonal skills, and why are they important? | 8 |
| b. | What are some common ethical dilemmas people face in the workplace? | 7 |
| | (OR) | |
| c. | How can you demonstrate active listening? | 8 |
| d. | How can organizations promote ethical behavior among their employees? | 7 |
| 3.a. | Explain the importance of empathy in interpersonal relationships. | 8 |
| b. | What is the difference between legal and ethical behavior? | 7 |
| | (OR) | |
| c. | What are some effective strategies for resolving conflict? | 8 |
| d. | What are some ethical considerations related to technology and artificial intelligence? | 7 |
| 4.a. | How can you improve your nonverbal communication skills? | 8 |
| b. | How can individuals make ethical decisions when faced with a difficult situation? | 7 |
| | (OR) | |
| c. | How does cultural sensitivity impact interpersonal skills? | 8 |
| d. | What is corporate social responsibility (CSR)? | 7 |
| 5.a. | What are some techniques for managing conflict in the workplace? Explain | 15 |
| | (OR) | |
| b. | Why is cultural sensitivity important in business communication? Elaborate | 10 |
| c. | What is ethical behavior, and why is it important? | 5 |

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