

**IMBA in GBM (NEP) Sem.-3 Examination  
SEC-236**

**Common Employability Skills**

**Time : 1.00 Hour]**

**December-2025**

**[Max.Marks : 25**

**Instructions:**

- **Figures to the right indicate Full Marks.**
- **Do not write anything on the question paper.**
- **Simple calculator is allowed. Do not use a scientific calculator.**

Q.1	(a) Explain the concept of professional grooming and discuss how appearance, 'body language, and behavior influence first impressions and workplace credibility. (b) Explain the different types of listening and discuss how empathetic and critical listening improve understanding and relationships in personal and professional communication.	05 05
	<b><u>OR</u></b>	
Q.1	(a) You are asked to deliver a short presentation in class, but you are nervous and unsure of your speaking ability. Describe how listening, speaking, reading, and writing skills together can help you prepare and present your topic effectively. (b) Exams are approaching, and you are feeling overwhelmed by studies and personal commitments. How will you use goal setting, time management, and stress management techniques to balance your workload and maintain focus?	05 05
Q.2	(a) Ravi's manager has asked him to alter the company's financial data before a board meeting. If you were Ravi, how would you handle this situation ethically? Discuss the balance between loyalty, honesty, and professional responsibility. (b) Describe the five stages of team development (Forming, Storming, Norming, Performing, and Adjourning). Explain how understanding these stages helps teams achieve their goals effectively.	05 05
	<b><u>OR</u></b>	
Q.2	(a) What are customer service skills? Discuss their importance in maintaining brand reputation, customer satisfaction, and organizational success. (b) Define green skills and explain how they contribute to a sustainable and resource-efficient society.	05 05

(P.T.O)

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	Discuss three ways you can practice green skills in your daily lives.	
Q.3	<b><u>Short Questions (5 out Of 8)</u></b> <b><u>ATTEMPT ANY 5</u></b>  1. What does the term self-management mean? 2. What is adaptability? 3. What are green skills? 4. Define professionalism in your own words. 5. What does the term body language refer to? 6. Mention one quality of an effective speaker. 7. Give one quality of a good team player. 8. What does KYC stand for?	05