

**IMBA in ITF (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.**

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| Q.1 | (a) Explain how emotional intelligence helps in managing workplace stress and building better interpersonal relationships. (b) Describe the role of self-motivation and time management in achieving personal and professional success. | 05 05 |
| | <u>OR</u> | |
| Q.1 | (a) You are leading a new project team composed of members from different cultural and educational backgrounds. Explain how you would use empathy and effective communication skills to build understanding and cooperation within the team. (b) Explain the importance of self-management skills such as self-grooming, self-motivation, and goal setting in maintaining personal effectiveness and confidence. | 05 05 |
| Q.2 | (a) Explain Sympathic and Superficial listening using suitable examples. (b) Explain how effective listening and empathy improve teamwork and strengthen professional relationships. | 05 05 |
| | <u>OR</u> | |
| Q.2 | (a) Your colleague often interrupts others during meetings and ignores other's suggestions. As a team leader, how will you use assertiveness and social etiquette to address this behavior without causing conflict? | 05 |

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| | (b) During a customer interaction, a client becomes impatient and rude. Explain how you would apply customer service skills like calmness, empathy, and grievance handling to manage the situation effectively. | 05 |
| Q.3 | Short Questions (5 out Of 8) <u>ATTEMPT ANY 5</u> 1. What is meant by digital literacy? 2. Define work ethics in simple terms. 3. What does SWOT stand for in SWOT Analysis? 4. Mention any one benefit of effective listening in workplace communication. 5. What are the 3Rs of environmental protection? 6. Give one example of professional behavior in an organization. 7. What is meant by time management? 8. What is meant by adaptability in the workplace? | 05 |