



Seat No. : _____

DM-102

December-2025

Integrated MBA (FS), Sem.-III

SEC-CES-236 : Common Employability Skills
(Financial Services)

Time : 1:00 Hour]

[Max. Marks : 25

- Instructions :**
- (1) Figures to the right indicate full marks.
 - (2) Do not write anything on the question paper.
 - (3) Simple calculator is allowed. Do not use a scientific calculator.

1. (a) Explain how emotional intelligence helps in managing workplace stress and building better interpersonal relationships. **5**
1. (b) Describe the role of self-motivation and time management in achieving personal and professional success. **5**

OR

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. **5**
1. (b) Explain the importance of self-management skills such as self-grooming, self-motivation and goal setting in maintaining personal effectiveness and confidence. **5**
2. (a) Explain Sympathic and Superficial listening using suitable examples. **5**
2. (b) Explain how effective listening and empathy improve teamwork and strengthen professional relationships. **5**

OR

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 behaviour without causing conflict ? **5**
2. (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. **5**

3. Short questions (5 out of 8) : (Attempt any 5)

5

- (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 behaviour in an organization.
 - (7) What is meant by time management ?
 - (8) What is meant by adaptability in the workplace ?
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