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End Semester Examination, December 2024
B.COM(H) ACCA/B.COM(H) Research – 1st Sem
Emotional Intelligence (MCSP102)

Time: 2.5 hrs.

Max Marks: **50**

Note: *All Questions are compulsory. Marks are indicated against each question.*

PART-A

Q.1 Attempt any 5 questions:

- (a) Explain the concept of Emotional Intelligence and its importance in daily life. [CO-1] [L-2] 2
- (b) Summarize the role of motivation as an EQ competency. [CO-1] [L-2] 2
- (c) Explain the role of mindfulness in enhancing EI. [CO-1] [L-2] 2
- (d) Summarize the difference between 'negative' and 'positive' emotions. [CO-1] [L-2] 2
- (e) Explain how emotions, thoughts, and behavior are interconnected. [CO-1] [L-2] 2
- (f) What do you understand by emotional resilience. [CO-1] [L-2] 2
- (g) Describe the concept of Empathy and its relevance for a leader. [CO-1] [L-2] 2

2x5

PART-B

Q.2 How would you apply the ability-based model of Emotional Intelligence to enhance self regulation in a high-stress work environment? Provide specific strategies that align with this model. [CO-2] [L-2] 10

OR

In a situation where you need to mediate a workplace conflict, how would you apply specific EQ competencies to address the needs of both parties. [CO-2] [L-2] 10

Q.3 Analyze the Johari Window frameworks to assess one's emotional awareness. Provide examples of how these tools can help identify emotional strengths and blind spots. [CO-3] [L-3] 10

OR

Analyze the impact of unmanaged negative emotions on an individual's overall well-being. Explain the strategies required to manage negative emotions. [CO-3] [L-3] 10

Q.4 Compare and contrast the techniques for managing emotions in challenging situations. How can emotional resilience contribute to emotional stability? [CO-4] [L-3] 10

OR

Distinguish between Terminal and Instrumental values. Analyse the role of values in the professional life of an individual. [CO-4] [L-3] 10

Q.5 Assess the importance of recognizing universal emotional expressions in building interpersonal relationships. [CO-5] [L-5] 10

OR

Recommend strategies for improving accuracy in perceiving others' emotions to foster empathy. [CO-5] [L-5] 10

