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End Semester Examination, December 2024
MBA(IBM)/MBA(DM)– 3rd Sem
Emotional Intelligence at workplace (MCSP704)

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 how EI impacts workplace productivity. [CO-1] [L-2] 2
- (b) How can cultural differences influence the perception of emotions in others? [CO-1] [L-2] 2
- (c) Explain the role of Johari window in enhancing EI. [CO-1] [L-2] 2
- (d) How mindfulness improves EI. [CO-1] [L-2] 2
- (e) What do you understand by Journaling. [CO-1] [L-2] 2
- (f) Summarize the relevance of emotional resilience. [CO-1] [L-2] 2
- (g) How does Emotional Intelligence differ from traditional intelligence (IQ)? [CO-1] [L-2] 2

2x5

PART-B

Q.2 Define emotional intelligence (EI) and discuss the various models used to conceptualize it. [CO-2] [L-3] 10

OR

Imagine you are mediating a conflict between two team members in your department. Explain how would you use specific EI competencies to understand and address each person's concern effectively. [CO-2] [L-3] 10

Q.3 Explain the different levels of emotional awareness. Analyze how higher levels of emotional awareness contribute to improved decision-making and conflict resolution in the workplace? [CO-3] [L-4] 10

OR

Distinguish between positive and negative emotions. Analyze the impact of unmanaged negative emotions on individual's well-being. [CO-3] [L-4] 10

Q.4 Explore the relationship between emotions, thought and behavior using The Cognitive Triangle. [CO-4] [L-4] 10

OR

Analyse the role of values in the professional and personal life of an individual. Compare the terminal values with the instrumental values. [CO-4] [L-4] 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