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**First Year (BCom)**

**ENG11404: SEC-I-ENGLISH (ESSENTIALS OF EMOTIONAL INTELLIGENCE)  
(Semester I)**

**Program: BCom**

**Program Specific: BCom (English)**

**Course Type: SEC**

**Paper:**

**Credits: 2**

**Time: 2 Hours**

**Max. Marks: 30**

**SET: A**

**Instructions to the candidate:**

- 1) All questions are compulsory.
- 2) Figures to the right indicate full marks.
- 3) Draw a well labelled diagram wherever necessary.

**SECTION: A**

**Q1) Answer the following questions in about 80-100 words each. (Any 4) [4 X 4= 16]**

1. What do you understand by the term emotion? Mention some of the most frequently experienced emotions.
2. Discuss the relevance of emotional intelligence (EI) in conflict resolution.
3. Write a note on positive attitude as part of social skills.
4. Write a note on etiquette and manners.
5. Briefly describe the history of emotional intelligence.
6. How does emotional intelligence help in the management of time, stress, and relationships?

**SECTION: B**

**Q2) Answer the following questions in about 120-150 words each. (Any 2) [2 X 7= 14]**

1. What do you understand by emotional intelligence? How is emotional intelligence important for our personal and professional growth?
2. Compare and contrast intelligence quotient (IQ) and emotional quotient (EQ). Give suitable examples to validate your response.
3. What role do emotions play in interpersonal communication? Correlate emotions and the process of communication.
4. How does emotional intelligence help in relationship management? Give instances from your life to validate your response.

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