

Eastern University, Sri Lanka
Faculty of Commerce & Management
First Year First Semester Examination in BBA /BCOM
2017/2018 (Proper/Repeat) (July 2019)
MGT 1032 Career Guidance

Answer all questions

Time: 02 Hours

Pages 1-2

Read the following case and answer the questions given below

Emotional Intelligence

Mark and John had a fight with their boss. When each of them got to their homes, Mark started yelling at his kids because they were not ready for bed. Meanwhile, even though John's kids were noisy and playing and not ready for bed, he didn't yell. He sat down and told them politely to pick up their toys and get ready for bed and said there was no reason to yell because he wasn't angry at them but at his boss. Both of these men expressed their emotions differently however, John was capable of recognizing his emotion and expressing it differently than Mark. If you want to understand why this happens, what is emotional intelligence and how it relates to real life? The ability to recognize, express and control our emotions is essential. The same goes for understanding, interpreting and responding to other people's emotions.

Questions:

- i. Define the term '**Emotional Intelligence**'.
(Marks 05)
 - ii. **Briefly discuss** on the low emotional intelligence and high emotional intelligence with suitable example.
(Marks 05)
 - iii. The art of conflict management can be the key to professional growth. Demonstrate how conflicts can be managed in a working environment.
(Marks 05)
 - iv. **Briefly explain** the Emotional Intelligence Model with example.
(Marks 10)
- (Total 25 Marks)**

Q2. i) If you're applying to a job, you should produce your Curriculum Vitae (CV) to your employer. Identify the important things that should be included in the CV.

(Marks

ii) Explain the differences among Curriculum Vitae, Bio-Data and Resume.

(Marks

iii) Soft skills are highly sought by employers. Describe the soft-skills those employers expect in the world of work.

(Marks

iv) 'Careers are determined by an interaction between our personality and environment'.

Explain Holland's theory with suitable example of your choice.

(Marks

(Total 25 Marks)

Q3. i) Distinguish between career, job and vocation.

(Marks

ii) Differentiate Career Development and Career Management with examples.

(Marks

iii) Compare Career guidance with career counselling.

(Marks

iv) Illustrate the term 'Positive Attitude' and explain the importance of it in the working place.

(Marks

(Total 25 Marks)

Q4. i) Schedule the attributes of the leader with example.

(Marks

ii) The social learning theory focuses on the learning that occurs within a social context. Briefly explain the Social Learning Theory with example.

(Marks

iii) As an undergraduate how would you prepare yourself for the changing world of work?

(Marks

(Total 25 Marks)