2- Generalization concept using Generics:

It means writing code once in a *generalized* way so it can work with different data types without duplication. For example, a generic **List<T>** can store integers, strings, or custom objects instead of writing a separate list class for each type.

3- Hierarchy design in real business:

It refers to structuring classes to represent real-world organizational levels or relationships. For example, in a company: Employee → Manager → Director. This hierarchy helps reuse code, enforce roles, and reflect actual business structures.