**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.**