

LIFE SKILLS 15B11HS111

Q 1) Aman is a sincere B. Tech Fourth student. He did his internship in third year under the supervision of Mr. Roy in ABC Organization and has also received a job offer from the same organization. Post his internship he has been assisting Mr. Roy in an important Project which helped him to learn new skills and earn as well. His contribution in the project was now complete and now he decided to focus on his end semester exams that were to begin in a week's time. However, the next day Mr. Roy called him to inform that there was an emergency situation and they needed to work again on some aspects of the project. Refusing Mr. Roy might adversely affect his prospects in the Organization and accepting might result in poor grades. **CO1**

- a) Identify and explain the Role conflict with reference to Aman. 2 marks

Inter role conflict. 1 mark for correct identification

As a project intern or organization's employee vs as a student. 1 mark for elaboration

- b) Identify the relevant organisational and individual consequences in the above situation. 2 marks
- Organisational- low performance, decreased motivation and satisfaction 0.5 for each point (any two, Max marks 1)**
 - Individual- Behavioral (violent, irritability, alcohol/drug abuse), Psychological (stress, depression, anxiety, sleep disturbance), Medical (headache, heart diseases), negative effects on memory, reaction time, accuracy 0.5 for each point (any two Max marks 1)**

Q.2) Explain the various clusters of Emotional Intelligence. Suggest ways for enhancing levels of any three clusters of EI. 2+3 **CO1**

Ans. 2) Various clusters of Emotional Intelligence are: **0.5 for each cluster (Max marks 2)**

- Self-Awareness: cluster concerns knowing one's internal states, preferences, resources, and intuitions.**
- Self-Management: cluster refers to managing ones' internal states, impulses, and resources.**
- Social Awareness: cluster refers to how people handle relationships and awareness of others' feelings, needs, and concerns.**
- Relationship Management: cluster concerns the skill or adeptness at inducing desirable responses in others**

Ways: **Max marks 2.5 (for any three clusters, 0.5 marks to be given for any of the point given under each cluster)**

Self-Awareness

- Becoming Aware of what triggers reactions in you.**
- Know your strengths and weaknesses**
- Seek feedback with observations from people you feel comfortable with**

Self-Management

- Get involved in exercise, taking time out to relax, yoga, meditation.**
- Better planning**
- Set Clear Goals**
- Take feedback from others**
- Find ways to be more Committed**
- List positives in a worrisome situation**

Social Awareness

- Think about your interactions with others
- Listen more, Speak less
- Asking questions
- Giving Feedback to others
- Pay attention to body language (self and other's)

Relationship Management

- Demonstrating Empathy
- Try to know others expectations
- Elicit pride in others – Reason for working together
- Talk to others about their aspirations, and strengths
- Bringing others into positive state by being social with them, discussing purpose, and their hopes

Q.3) Angela has been consciously living a healthy lifestyle for more than two months. She finds out that she wasn't invited to a party at college, but her friend Janice was invited. Angela thinks to herself, Janice always gets invited to things; I never do. I am such a loser—nobody likes me. She gets very sad, doesn't go out jogging, and eats a whole jar of ice-cream instead. **CO2 (Max marks 4.5)**

a) Apply the ABC model in the above scenario. 3 marks

A: Activating agent 0.5 for mentioning the term No invitation to attend the party 0.5 for specific mention from case study

B: Beliefs 0.5 for using the term Nobody likes me, I am a loser, I never get any invitation 0.5 for specific mention from case study

C: Consequences 0.5 for using the term Sadness, diversion from healthy lifestyle (doesn't go out jogging, and eats a whole jar of ice-cream instead) 0.5 for specific mention from case study

b) Suggest how Angela can change her consequences.

Can change B (beliefs) to have a better and positive outcome. She can change belief about herself or the event itself. 1 marks for mentioning about changing beliefs
0.5 marks for example/elaboration

Q. 4) Identify the most appropriate Emotional Intelligence competency applicable/used in each of the situations given below. Justify your response in each situation. (1+0.5 marks)=6 **CO2**

a. Situation 1: You are a final year B.Tech. student and you are preparing for securing a good placement at an IT organization. Sometimes you feel you should prepare for UPSC and become an IAS officer. You also want to have your venture in the future. Which EI competency you need to work on to help yourself get career clarity. Justify your response.

Self Awareness 1 marks for correct identification and 0.5 for justification

b. Situation 2: Your friend is disappointed due to failure in achieving an important goal. You are thinking of meeting your friend in 1-2 days. Which EI competency do you feel will be most appropriate to use in this situation? Justify your response.

Social Awareness/ Empathy 1 marks for correct identification and 0.5 for justification

c. Situation 3: During pandemic many individuals reduced their efforts. Which EI competency could they have used in those tough circumstances to remain focused on their work? Justify your response.

Self motivation/management 1 marks for correct identification and 0.5 for justification

d. Situation 4; While having conversation with people you invite them to talk about their dreams, aspirations etc. Which EI competency do you show during those conversations? Justify your response.

Relationship management/ Inspiring leadership 1 marks for correct identification and 0.5 for justification