

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 86**  
**(For candidates admitted from the academic year 2023 – 2024 and thereafter)**

**B.B.A DEGREE EXAMINATION, APRIL 2026**  
**BUSINESS ADMINISTRATION**  
**FOURTH SEMESTER**

**COURSE : MAJOR ELECTIVE**  
**PAPER : EMOTIONAL INTELLIGENCE AND MANAGERIAL COUNSELLING**  
**SUBJECT CODE : 23BA/ME/EI45**  
**TIME : 3 HOURS** **MAX. MARKS: 100**

<b>SECTION A</b>				
<b>Q. No.</b>	<b>ANSWER ALL THE QUESTIONS:</b>	<b>(5 x 2 = 10)</b>	<b>CO</b>	<b>KL</b>
1.	Distinguish between IQ, EQ and EI.		CO1	K1
2.	Define personal competence.		CO1	K1
3.	List the seven elements of emotional intelligence.		CO1	K1
4.	State the role of managers as counselors.		CO1	K1
5.	List the steps in the counselling process.		CO1	K1
<b>SECTION B</b>				
<b>Q. No.</b>	<b>ANSWER ANY FOUR QUESTIONS:</b>	<b>(4 x 5 = 20)</b>	<b>CO</b>	<b>KL</b>
6.	Describe the historical roots of multiple intelligences.		CO2	K2
7.	Summarize the Ability Model of emotional intelligence with examples.		CO2	K2
8.	Explain motivation as a behavioral element of EI.		CO2	K2
9.	Describe assertiveness in counselling.		CO2	K2
10.	Explain counselling interventions in organizations.		CO2	K2
11.	Describe the concept of influence in emotional intelligence.		CO2	K2
<b>SECTION C</b>				
<b>Q. No.</b>	<b>ANSWER ALL THE QUESTIONS.(INTERNAL CHOICE)</b>	<b>(4 x 10 = 40)</b>	<b>CO</b>	<b>KL</b>
12.	a) Apply emotional intelligence in daily life situations. (or) b) Use non-verbal communication effectively in counselling.		CO3	K3
13.	a) Demonstrate the process of performance counselling with an example. (or) b) Show how social awareness improves interpersonal relationships.		CO3	K3
14.	a) Compare Ability, Trait and Mixed models of emotional intelligence. (or) b) Examine the role of emotional intelligence in leadership effectiveness.		CO4	K4
15.	a) Analyze the importance of counselling relationships. (or) b) Examine how lack of emotional intelligence affects behavior.		CO4	K4
<b>SECTION D</b>				
<b>Q. No.</b>	<b>ANSWER ANY TWO QUESTIONS.</b>	<b>(2 x 15 = 30)</b>	<b>CO</b>	<b>KL</b>
16.	Assess the role of counselling in organizational well-being.		CO5	K5
17.	Critically evaluate the applications of self-efficacy of emotional intelligence.		CO5	K5
18.	Evaluate the effectiveness of Goleman's EI domains in personal development.		CO5	K5

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