

B-ES-R5 : EMPLOYABILITY SKILLS

NOTE :

1. Answer Question 1 and attempt any FOUR Questions from 2 to 7.
2. Parts of the same question should be answered together and in the same sequence.

Total Time : 3 Hours

Total Marks : 100

1. Explain briefly
 - (a) Employability skills
 - (b) Significance of English skills in employability.
 - (c) Tips to acquire effective communication skills.
 - (d) The key characteristics that make an individual well-suited for entrepreneurship ?
 - (e) Nuances of the digital era.
 - (f) Legal literacy.
 - (g) Two strategies to improve a dissatisfied customer's experience. **(7x4)**
2.
 - (a) In the Indian context, how do you perceive the role of an informed and actively engaged citizenry in strengthening the democratic fabric of the nation ?
 - (b) In the era of remote work and digital transformation, how can professionals cultivate a balance between technological proficiency and interpersonal skills to thrive in their careers ? **(9+9)**
3.
 - (a) How does a strong foundation in basic English skills contribute to better communication in a diverse workplace ?
 - (b) In a rapidly evolving job market, explain the significance of continuous skill development for professional growth, and outline practical strategies individuals can adopt. **(9+9)**
4.
 - (a) How can the SMART goal-setting framework be applied to guide and propel an individual's career advancement ? Share specific instances where setting SMART goals has proven beneficial in professional development.
 - (b) How do effective communication skills enhance overall employability, and also provide specific examples of how strong communication abilities contribute to success in the professional world. **(9+9)**
5.
 - (a) How do employers benefit from a diverse and inclusive workforce, and how can individuals actively incorporate diversity and inclusion into their skill set to become more attractive candidates in the job market.
 - (b) Why is it important to know some basic laws and rules for your job, and how can having this knowledge protect and improve your career ? **(9+9)**

6. (a) Give personal or observed instances where a strong digital literacy foundation has played a pivotal role in professional advancement.
- (b) In the context of entrepreneurship, how does the willingness to take calculated risks impact the trajectory of a business ? Give examples of successful entrepreneurs who have embraced risk-taking as a fundamental element of their journey. (9+9)
7. (a) In the realm of customer service, how would you tailor your communication style when dealing with different types of customers, and can you share an instance where adapting your approach led to improved customer satisfaction ?
- (b) How do you ensure that your resume effectively prepares you for a job interview, and can you share an example of how specific elements on your resume have been instrumental in shaping the discussion during a job interview ? (9+9)

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