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1. a) Explain the importance of teamwork and collaboration in achieving organizational goals. Discuss how emotional intelligence contributes to effective collaboration within a team. Provide examples of how managing emotions, communication, and empathy can enhance team performance. **12**

OR

- b) Discuss the significance of team-building activities in enhancing team performance and cohesion. Explain how different team members' roles and responsibilities contribute to the overall success of the team. Use examples to demonstrate how effective team-building can lead to improved communication, trust, and collaboration. **12**

2. a) Explain the concept of Emotional Intelligence (EI). Discuss its five key components. How can developing emotional intelligence contribute to personal and professional success? Illustrate your answer with examples. **12**

OR

- b) Discuss the role of emotional intelligence in managing emotions during interpersonal interactions. Explain how the ability to regulate emotions can enhance communication, reduce conflict, and improve relationships. Provide examples to support your answer. **12**

3. a) Explain the concept of creative problem-solving techniques and their importance in addressing complex challenges. Discuss at least three creative problem-solving techniques (such as brainstorming, mind mapping, and lateral thinking), highlighting how they can be applied in a team setting to generate innovative solutions. **12**

OR

- b) Explain the key strategies for creative problem solving with examples. **12**

4. a) Explain the key strategies for effective collaboration in a team environment. Discuss how factors such as clear communication, trust-building, conflict resolution, and shared goals contribute to successful teamwork. Provide examples of collaboration strategies that can enhance productivity and ensure positive outcomes for the team. **12**

OR

- b) Discuss the challenges and benefits of virtual team collaboration in today's workplace. How can emotional intelligence, communication tools, and effective leadership contribute to the success of virtual. **12**

5. Solve any four terms. **12**
- a) Team Building Activities.
 - b) Teamwork and collaboration.
 - c) Collaborative tools and technology.
 - d) Problem solving steps.
 - e) Empathy and Emotional Intelligence.
