

**THE OPEN UNIVERSITY OF SRI LANKA  
FACULTY OF MANAGEMENT STUDIES  
ADVANCED CERTIFICATE IN HUMAN RESOURCE MANAGEMENT  
HRC2406 - SKILLS FOR HUMAN RESOURCE  
MANAGEMENT  
FINAL EXAMINATION – 2024  
DURATION – THREE (03) HOURS**



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**Date:** 20/10/2024

**Time:** 01.30 p.m to 04.30 p.m

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**INSTRUCTIONS:**

- The question paper comprises of essay questions for 100 marks.
  - Answer any 4 questions out of the 06 questions.
  - Each question carries 25 marks.
  - Answer in the answer booklet given.
  - Illegible Handwriting will be penalized.
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**Question 01**

“Explain the 7 habits of highly effective people as described by Stephen Covey with examples from your daily life.

**(25 Marks)**

**Question 02**

“Counseling plays a crucial role in supporting individuals facing various challenges and difficulties in their lives” Explain how organizations as well as employees would benefit significantly from employee counseling.

**(25 Marks)**

**Question 03**

Explain what are soft skills and by taking four main Human Resource Management functions, provide examples of soft skills that HR Professionals highly use for each function.

**(25 Marks)**

**Question 04**

“In today's fast-paced work environment, technical skills are the most important skills to perform well as a manager at any level of an organization” Do you agree with the above statement? Explain your reasons with examples.

**(25 Marks)**

**Question 05**

“When stress is mild, it can be helpful and when stress is severe it can have negative effects”. Explain the above statement with examples from an employee's point of view.

**(25 Marks)**

**Question 06**

“Achieving higher Performance is important, but performing ethically is more important”. Explain with examples why professionals must consider on ethics in Human Resources Management (HRM) referring to the above statement.

**(25 Marks)**

**(25 Marks\*04 Questions = Total 100 Marks)**

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