

THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF MANAGEMENT STUDIES
ADVANCED CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
HRC2406 – SKILLS FOR HUMAN RESOURCE MANAGEMENT
FINAL EXAMINATION – 2025
DURATION – THREE (03) HOURS



175

Date: 31st August 2025

Time: 9.30 AM - 12.30 PM

INSTRUCTIONS:

- **The question paper comprises essay-type questions for 100 marks.**
 - **Answer any 5 questions out of the 06 questions.**
 - **Each question carries 20 marks.**
 - **Answer in the answer booklet given.**
 - **Illegible handwriting will result in a reduction of marks.**
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Question 01

“Emotional intelligence is like having a set of social and emotional skills that allow you to understand yourself and others better.”

Do you agree with the above statement? Explain the importance of Emotional intelligence when working in an organization.

(20 Marks)

Question 02

In this modern, ever-changing world, what soft skills do you think would be very important for an HR Manager in the future? Explain five modern soft skills with examples.

(20 Marks)

Question 03

“The work ethics are integral to the effective functioning of HR professionals, as upholding ethical standards are not only a moral obligation but also a strategic aspect for the success of both individuals and the organizations.”

Do you agree with the above statement? Provide reasons and examples to explain why you agree or disagree with the above statement.

(20 Marks)

Question 04

“Teamwork is a key component of Interpersonal Skills, while becoming a team player Leadership is a key skill for HR Professionals.” Elaborate on the above statement by providing examples from the HRM context.

(20 Marks)

Question 05

“Effective communication is a key skill for success in the workplace.”

- a) Explain the importance of communication skills in the workplace. **(08 Marks)**
- b) Describe, providing relevant examples, how written, verbal, and non-verbal communication, as well as listening skills, can be used effectively in an organization. **(12 Marks)**

Question 06

Ravi, a project manager at a software company, has been handling multiple high-priority projects simultaneously. Recently, he has been feeling overwhelmed, stressed, missing deadlines, and showing signs of fatigue.

Based on this scenario, discuss strategies to manage stress effectively in his situation.

(20 Marks)

(20 Marks*05 Questions = Total 100 Marks)

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