

Roll No.: .....

## END SEMESTER THEORY EXAMINATION JANUARY-2021

<b>Program:</b>	<b>BBA (Analytics)</b>	<b>Year/Semester:</b>	<b>5<sup>th</sup>- Semester</b>
<b>Course/Subject:</b>	<b>Managerial Skills</b>	<b>Duration:</b>	<b>03:00 Hrs</b>
<b>Course/Subject Code:</b>	<b>06170506</b>	<b>Maximum Marks:</b>	<b>60</b>
		<b>Batch:</b>	<b>2018</b>

### **Instructions:-**

1. Write Your Roll No. on the Question Paper.
2. Candidate should ensure that they have been provided correct question paper. Complaint(s) in this regard, if any should be made within 15 minutes of the commencement of the exam. No complaint(s) will be entertained thereafter.
3. All Questions are compulsory. Marks are indicated against each question.
4. Illustrate your answer with diagram wherever required.

## SECTION-A

### (Very Short Answer Type Questions)

Note: All Questions are compulsory: -

[12X1=12 Marks]

S. No.	Question	Marks Allotted
1	What is the Interpersonal role of a manager? Name the heads under interpersonal role.	1
2	Write a short note on the Middle level of Management.	1
3	What is Solitary learning style?	1
4	How is attitude different from Value?	1
5	Explain the concept of stereotyping.	1
6	Differentiate between Interpersonal communication and Intrapersonal Communication.	1
7	What is an Exit Interview?	1
8	Explain the concept of Team Building?	1
9	What are SMART goals?	1
10	What is the importance of Delegation?	1
11	Explain the concept of disconfirmation under supportive communication.	1
12	State the importance of Counselling at workplace.	1

## SECTION-B

### (Short Answer Type Questions)

**Note: All Questions are compulsory: -**

**[4X2=8 Marks]**

S. No.	Question	Marks Allotted
13	Define Managerial Skills. Explain the three essential managerial skills	2
14	Explain the concept of Emotional Intelligence. How an individual can develop emotional intelligence in an organizational context.	2
15	How is creativity different from Innovation? Explain briefly the impediments of creativity.	2
16	What is coaching? Discuss the steps in becoming an effective coach.	2

## SECTION-C

### (Descriptive Answer Type Questions)

**Note: All Questions are compulsory: -**

**[4X4=16 Marks]**

S. No.	Question	Marks Allotted
17	Define Delegation. Explain the steps involved in effective delegation.	4
18	What do you understand by the term "Empowerment". How a manager can make empowerment effective in an organisation.	4
19	What are the characteristics of a Team? Explain the different types of teams.	4
20	What is Personal Interview Management? How one can prepare for an effective interview.	4

## SECTION-D

### (Long Answer Type Questions)

**Note: All Questions are compulsory: -**

**[4X6=24 Marks]**

S. No.	Question	Marks Allotted
21	Define attitude. Explain the components of attitude and sources of an attitude formation.	6
22	Explain the process of Interpersonal communication. What are the stages of development of positive Interpersonal Relationship?	6
23	Explain the skill of creative problem solving. What are the multiple approaches to creativity?	6
24	Why do organisations hire Managers? Explain the different roles that a manager plays in an organisation.	6