



St. Clare College

Autonomous, Bengaluru

ROLL NO:

DATE:

PG END SEMESTER EXAMINATION-MAY 2025

MBA FIRST SEMESTER

MBA 1724: MANAGERIAL SKILLS - 1

TIME: 3 Hours

7

MAX. MARKS: 70

This paper contains TWO printed pages and FOUR parts

Instructions:

1. Verify and ensure that the question paper is completely printed.
2. Any discrepancies or questions about the exam paper must be reported to the COE within 1 hour after the examination.
3. Students must check the course title and course code before answering the questions.

PART-A

Answer SIX questions out of EIGHT. Each answer carries TWO marks.

[2x6 = 12]

1. Explain Conceptual Skills.
2. Give any two features of a Good Listener.
3. What is Bibliography?
4. Differentiate Situational Motivation and Stimulus Motivation.
5. What is Team Facilitation?
6. What is Kinesics?
7. What is Grapevine Communication?
8. Define Emotional Intelligence.

PART-B

Answer any THREE questions out of FIVE. Each answer carries EIGHT marks.

[8x3=24]

9. Discuss the characteristics of Creative people and the Need for Creativity.
10. Discuss the Barriers to Communication and measures to overcome them.
11. What are the factors contributing to Intrinsic and Extrinsic Motivation?
12. What is Negotiation? Explain the process of Negotiation.
13. Discuss about the types of Listening.

PART-C

Answer any TWO questions out of THREE. Each answer carries TEN marks.

[10X2=20]

14. Discuss any two Theories on Leadership.
15. Discuss the factors that contribute to building Self-confidence. How can Self-Confidence positively influence individual's personal and professional life?
16. What are Teams? Explain the stages of Team Development.

PART-D

Answer the following.

[14X1=14]

17. Michael is the Program Director of an educational non-profit that provides after-school tutoring and mentorship programs for underprivileged students. His role involves overseeing multiple initiatives, ensuring program quality, and reporting to the Executive Board. Recently, the organization has struggled with funding limitations, leading to a hiring freeze despite increasing demand for its services.

Staff turnover has been a major issue, with two senior coordinators, one fundraising specialist, and several part-time tutors leaving in the past six months. As a result, the remaining employees have had to take on additional responsibilities, leading to exhaustion and frustration.

Staff have reported feeling overwhelmed due to increased workloads and a lack of clear direction. Additionally, Michael has not provided financial updates to his managers, making it difficult for them to plan effectively. He claims he is waiting for finalized numbers from the finance team, while the finance department insists they have already shared all available data. This has created tension, with managers feeling unable to advocate for their teams or make informed decisions.

Questions:

- a) How can Michael balance his Leadership responsibilities to provide better support to his managers and staff?
- b) What measures can be taken to improve Staff Morale and prevent burnout in a resource-limited environment?
- c) What steps should Michael take to improve Communication and Transparency regarding Budgeting and Decision making?
