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St. Clare College

Autonomous, Bengaluru

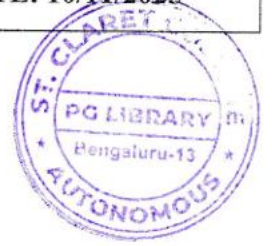
PG END SEMESTER EXAMINATION-OCT/NOV 2025

MBA SECOND SEMESTER

MBA 2724: MANAGERIAL SKILLS - 2

ROLL NO:

DATE: 10/11/2025



TIME: 3 hours.

MAX. MARKS: 70

This paper contains 2 printed pages and 4 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 SEVEN questions out of NINE. Each answer carries TWO marks.

[2x7 = 14]

1. How can the Johari Window help you identify areas for self-improvement in your daily work?
2. If your skill development plan fails, how would you review and control it for better results?
3. How would you apply "Know your customer" in designing a new product/service?
4. Mention any two benefits of reviewing a skill development plan.
5. Imagine you are leading a small team. How would you use a scorecard to track their performance?
6. What is Goal Setting? Mention any 2 Principles of Goal Setting.
7. You face frequent customer complaints about one issue. How would you apply the 5 Whys technique?
8. What is root-cause analysis? State any two sources of conflict in organizations.
9. How can time management help you balance academic deadlines and personal life?

PART-B

Answer any FOUR questions out of SIX. Each answer carries FIVE marks.

[4x5=20]

10. Write a short note on the role of the Johari Window in personality development.
11. As an HR manager, design a brief skill development plan for employees struggling with digital tools.
12. Explain the role of work process and relationship maps in organizational efficiency.
13. Apply the concept of Management by Objectives (MBO) to set measurable career goals for the next two years.

14. Two project teams are in conflict over resource allocation. Suggest an approach to resolve the conflict considering cultural differences.
15. Explain the importance of time management in professional life.

PART-C

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

[10X2=20]

16. As a project manager, your team is failing to meet quarterly targets. Apply the Balanced Scorecard to set financial, customer, internal process, and learning goals that can help improve performance.
17. A company is facing frequent product quality issues. Apply the Fishbone Analysis, PDCA cycle, and Pareto principle to propose a detailed problem-solving approach.
18. A newly recruited team struggles with presentation and communication skills. As their mentor, how would you create, implement, and evaluate a training program to enhance these skills effectively?
19. Briefly Discuss the importance of eliminating waste and reducing variances in a work process.

PART-D

Answer the following.

[16X1=16]

20. Alpha Tech Pvt. Ltd. is a mid-sized IT company facing challenges in project delivery and employee productivity. The management observed that many employees lacked updated technical skills, leading to frequent project delays and customer complaints.

To address the issue, the HR department introduced a Skill Development Plan with steps such as training workshops, mentorship programs and regular performance reviews. Alongside, the Operations team introduced process improvement methods like value stream mapping and eliminating non-productive tasks.

Despite these efforts, a few problems persisted. Some employees were reluctant to attend training, while certain teams resisted changes in work processes. Moreover, conflicts arose between senior and junior staff regarding workload distribution. The management decided to use tools like MBO (Management by Objectives), Balanced Scorecards and Conflict Management strategies to bring alignment and harmony.

Questions:

1. Explain how Alpha Tech can apply the steps of an Employee Skill Development Plan to improve employee performance.
2. How can value stream mapping help Alpha Tech in identifying inefficiencies in their work process?
3. Discuss how MBO and Balanced Scorecard can support Alpha Tech in setting effective organizational goals.
4. Suggest suitable conflict management strategies to resolve issues between senior and junior staff.
