



PG – 709

7
I Semester M.B.A. (Day) Examination, June/July 2024
(CBCS) (2021-22)
MANAGEMENT

Paper – 1.7 : Managerial Skills – 1



Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer **any five** questions. **Each** question carries **5** marks : (5×5=25)

1. Explain empathy and how can managers display this skill ?
2. Explain Negotiation skills and state the need for negotiation skills.
3. What are the essential steps to be followed in solving a problem ?
4. What is meant by communication matrix ?
5. What is meant by a team charter ? What are its contents ?
6. Explain the significance of emotional intelligence for business managers.
7. What are the different skills of motivation ?

SECTION – B

Answer **any three** questions. **Each** question carries **10** marks : (3×10=30)

8. Define delegation. Elaborate the process of delegation.
9. What are teams ? Explain the stages of team development.
10. Write short notes on :
 - a) Differences between Extrinsic and Intrinsic motivation.
 - b) Stages of report writing.
11. What are the different skills a manager needs at different levels ? Why are managerial skills important for a business manager ?

P.T.O.



SECTION – C

Compulsory Question :

(1×15=15)

12. Case Study :

“Madam, I really need to talk to you about something important.”

“Is it so, Usha ? Well, take a seat and let me hear about it” Alka, the Manager, says in a friendly tone, as she continues to stare at the computer screen. As Usha sits down, Alka continues, “Usha you think you have a problem ? How would you like to hear the one I’m faced with-now ? First, I’m right in the middle of a union negotiation for a new two-year contract. I have several problems with the supervisory staff of the Kandivilli plant and somebody has ruined our inventory procedure. So, we are running short of material at several outlets.” Finally, Alka looks up at Usha and asks somewhat hurriedly, “Well, what’s your problem”.

Discouraged by her Supervisor’s preoccupation with her own problems and her abrupt manner. Usha decides that this is not the right time to get any assistance from her. To end the conversation without looking foolish, she decides to ask a few questions about a routine procedure.

Before Usha can speak, however, Alka suddenly signals the end of the discussion by saying, “Usha, I have another appointment now, if, you like we can continue this discussion later. I want to be of help, and my door is always open to you.” She returns her attention to the computer screen before Usha moves from her chair.

Questions :

- List the listening skills that were absent with the Manager.
 - What are differences between hearing and listening ?
 - How should Alka have handled the situation and what effect do you think the manager’s attitude had on Usha ?
 - How would you solve the issue ?
-