

PS - 296

II Semester M.B.A. Examination, November/December 2022
(CBCS - 2021-22 Onwards)
MANAGEMENT
Paper - 2.7 : Managerial Skills - II

Time : 3 Hours

Max. Marks : 70

Instruction : Answer all the Sections.

SECTION - A



Answer any five of the following. Each question carries five marks. (5x5=25)

1. What is meant by SWOT Analysis ? Explain its importance.
2. Explain the concept of self-confidence.
3. Develop a skill development plan for yourself based on the job profile that you would like.
4. Explain KYC exercise and why it is necessary for a business organization ?
5. What is meant by Root Cause Analysis ?
6. Explain emotional intelligence and its components.
7. Explain the concept of work system architecture.

SECTION - B

Answer any three of the following. Each question carries ten marks. (3x10=30)

8. What is meant by problem solving skills ? Explain the problem-solving process.
9. Write short notes on any two :
 - a) Self-Control
 - b) PDCA Cycle
 - c) Resilience.

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10. What is meant by time management? Why it is important for a Business Manager? Explain some techniques for better time management.
11. State the need for and importance of goal setting. Explain the life cycle of goals.

SECTION - C

12. Case study (Compulsory).

(15×1=15)

Mr. Natarajan is working in the capacity of a Senior Manager in BNB Courier Services Pvt. Ltd. for the last 20 years. His track record of performance for past 20 years is excellent. He is known as very disciplined and sincere manager. He is being termed as a role model for new appointees by the directors of the company. Of late, he seems not very happy with the development in his office. He keeps on grumbling about the new junior manager and their attitude towards job. He strongly opposed the 'work from home' policy announced by top management for junior tech savvy managers. Seniors in the organisation echoed this feeling along with Mr. Natarajan. Mr. Natarajan is very strict about work place discipline and reporting timings. This has sparked conflict between him and the new batch of junior managers. He started feeling that top management is very soft on new batch of Junior Managers and gradually his importance is waning. He is unable to hide frustration and many a times becomes critically vociferous in meetings with top management representatives. Now there is a question before top management how to console veteran of 20 years and keep cordial relations in an organization.

Questions :

- Elaborate the different types and sources of conflicts.
- What are the managerial skills required for conflict resolution?
- Discuss the different techniques that can be found useful for managing conflicts.