

Reg.No. \_\_\_\_\_

**Karunya UNIVERSITY**(Karunya Institute of Technology & Sciences)  
(Declared as Deemed-to-be University under Sec.3 of the UGC Act, 1956)**End Semester Examination – Nov/Dec – 2016**

**Code : 14MS2002**  
**Sub. Name : Managerial Skills**

**Semester : 2016-17 ODD**  
**Duration : 3hrs**  
**Max. marks : 100**

**ANSWER ALL QUESTIONS (5 x 20 = 100 Marks)**

Q. No.	Sub Div.	Questions	Course Outcome	Marks
1.		Raghul is a talented person. If given a job, he would not settle down without completing it. He was a quick learner and masters the work he does in a short span. He hails from a village in the southern districts of Tamil Nadu. After his Engineering Degree, he got placed in Ashok Leyland. Because of his inferiority feeling and his lack of English language, he rarely expressed himself and his talents at his work place. Raghul's manager and his colleagues knew him as a reserved and calm person. But, Raghul was actually a jovial and a good team player. Raghul also doesn't know how he was being perceived by others at the work place as he rarely received feedback from his colleagues.		
	a.	Explain Johari window in detail	CO1	10
	b.	Draw the Johari window for Raghul. Suggest some strategies to Raghul by drawing the ideal Johari window that Raghul could follow so that he would express his talents and would receive regular feedbacks to rediscover himself and achieve greater heights in his career.	CO1	10
<b>(OR)</b>				
2.	a.	What is a team? Explain the stages of team building.	CO2	15
	b.	Describe the characteristics of effective teams	CO2	5
3.	a.	The leader you like the most- Discuss. Also explain the different types of Leadership Styles.	CO3	20
	b.			
<b>(OR)</b>				
4.	a.	Explain the steps in Creative Problem solving	CO1	10
	b.	Write a short note on Divergent Thinking and Convergent Thinking	CO1	10
5.	a.	"Is Emotional Intelligence important in an Organization" – Comment and Justify your answer	CO2	20
<b>(OR)</b>				
6.	a.	Discuss different types of Innovation with suitable example.	CO1	20
7.	a.	A premier Industry dealing in Manufacturing activities is facing problems with regard to launching a new Unit in the Industrial Estate situated in Coimbatore. As a business analyst, you find that the major cause for the problem is 'Communication Barrier'. Discuss on the various communication barriers and the major areas where communication breakdowns most frequently occur in such situations. Also, Advise the Management as to the Improvement in	CO3	20

		Communication Effectiveness which could possible solve the problem under consideration.		
(OR)				
8.	a.	“Is Corporate Governance Important in an Organisation” – Discuss and Explain in detail .	CO1	
		<b><u>Compulsory:</u></b>		
9.	a.	Assuming you are given the responsibility to dream, design and decipher Mindkraft for our University , how would you go about using the basic management functions which is capsulated in POSDCORB? Explain with real time examples.	CO1	20

ALL THE BEST

- CO1- Think out of Box and find innovative solutions to various workplace challenges  
CO2- Work in a team and exhibit balanced emotional intelligence and decision making  
CO3- Manage self and others by effectively using negotiation techniques and Organizational Communications .