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



**End Semester Examination – Nov / Dec – 2019**

**Code : 14MS2002 Duration : 3hrs**

**Sub. Name : MANAGERIAL SKILLS Max. Marks : 100**

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

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| **Q. No.** |  | **Questions** | **Course Outcome** | **Marks** |
| 1. |  | Discuss in detail the various roles of a manager in an organization and enumerate it with an organization of your choice. | CO1 | 20 |
|  |  | **(OR)** |  |  |
| 2. |  | Briefly describe four stages of developing interpersonal relationship and discuss Johari Window Model and its relevance in developing interpersonal skills. | CO2 | 20 |
|  |  |  |  |  |
| 3. |  | Discuss the different kinds of leadership styles with their relative merits and demerits. | CO3 | 20 |
|  |  | **(OR)** |  |  |
| 4. |  | What do you understand by Creativity? How does it play a major role in developing managerial skills? | CO4 | 20 |
|  |  |  |  |  |
| 5. |  | Briefly describe the Components of Emotional intelligence and its importance in organization. Can Emotional intelligence be learnt? Discuss in brief. | CO5 | 20 |
|  |  | **(OR)** |  |  |
| 6. |  | Distinguish Group from Team. Briefly discuss guidelines for developing effective teams. | CO6 | 20 |
|  |  |  |  |  |
| 7. |  | What do you understand by Team building? How does it enhance the efficiency of the organization? | CO5 | 20 |
|  |  | **(OR)** |  |  |
| 8. |  | What is the process of communication? What are the intentional and unintentional barriers that prevent communications to be effective? What are the preventive measures that can be taken to overcome these barriers? Enumerate it with suitable examples and briefly describe the organization that you are referring to. | CO4 | 20 |
|  |  | **Compulsory**: |  |  |
| 9. |  | Discuss in detail the Blake and Mouton “Managerial Grid” theory. Illustrate it with suitable examples and elaborate these stages with their importance. | CO6 | 20 |