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



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

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| **Code :** | **17MS2002** | **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. |  | You are a Manager of an organization. Discuss your role as a managerin the organization. How would you play these role in enhancing the efficiency of the organization? | 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. |  | Define the term Leadership. What are the various functions of a leader? Discuss the qualities of successful leader. | CO3 | 20 |
| **(OR)** | | | | |
| 4. |  | What do you understand by Creativity? Explain the concept and importance of Creativity. | 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 between group and team. Briefly discuss guidelines for developing effective teams. | CO6 | 20 |
|  |  |  |  |  |
| 7. |  | What do you understand by Team building? Explain the concept and importance of Team building. | CO5 | 20 |
| **(OR)** | | | | |
| 8. |  | Briefly explain the process of decision making in an organization. Take a hypothetical example and elaborate. | CO5 | 20 |
|  | | **Compulsory**: |  |  |
| 9. |  | What is the process of communication? What are the intentional and unintentional barriers that prevent communications to be effective? What measures can be taken to prevent these barriers? Explain with examples you are familiar with. Briefly describe the organisation, you are referring to. | CO6 | 20 |