

M.B.A. (Semester—I) Examination
MANAGERIAL SKILL DEVELOPMENT
Paper—MBA/103

Time : Three Hours]

[Maximum Marks : 70

- Note :—**(1) Attempt ALL questions.
(2) Figures to the right indicate marks.

SECTION—A

1. (a) What do you mean by Managerial Skills ? Explain different types of Managerial Skills showing their relative importance with different levels of Management. 14

OR

- (b) “Employability Skills are General Skills that are needed to get job, but they also help you to stay in a job and work your way to the top.” Give your comment. 14

SECTION—B

2. (a) What is Communication ? Explain its different types. 7

- (b) Once on a very warm morning Mr. Babul who is the Maintenance Manager of a plant was giving certain instructions to a Foreman about how to deal with the machines and the production process. But the Foreman wasn't in a mood to listen as he was worried about his family problem, so unable to understand what Mr. Babul told him.

One day due to the negligence of Foreman one worker met with an accident due to the break-down of machinery. For such an incident the Foreman was responsible for this negligence.

According to you, what was the fault at Foreman level ? 7

OR

- (c) Explain the up-ward and down-ward communication. 7
- (d) While the meeting is going on, your phone rings loudly for so many times. If you want to say sorry for such a mistake done during the meeting, in which way would you communicate this to your boss and why ? 7
3. (a) Describe the essentials of Business Letter with its structure. 7
- (b) You have recently started a business of manufacturing stationery items. Write a letter to the Manager of a reputed stationery shop, in your city, informing him about new brand of stationery items your factory is producing. Also tell them about quality and features to buy your products. 7

OR

- (c) What do you mean by Resume ? Briefly discuss the components of an effective resume. 7
- (d) You are working in a NGO “NARI” working for Women Empowerment. You are asked to prepare a report under the title “PROBLEMS OF WOMEN” considering all the components of reports. 7

SECTION—C

4. (a) "Listening is an art and its has to be cultivated consciously." Discuss. 7
(b) Describe the different guidelines for effective Public Speaking. 7

OR

- (c) Explain the steps involved in negotiation process. 7
(d) What is Body Language ? Explain in brief different types of Body Language. 7

SECTION—D

5. You have been selected as a member of interview panel for a MNC dealing in healthcare products. Your duty is to take telephonic and personal interview for entry level sales positions :
- (i) How will you prepare the questionnaire for telephonic interview ? 7
(ii) Being as a short listed candidate for personal interview, what importance will you give to the body language ? Why ? 7