

S.D.E.

M.B.A. (IT) SEM – I (2010 COURSE) 3 YEAR COURSE) :

SUMMER - 2018

SUBJECT: MANAGERIAL SKILLS DEVELOPMENT

Day: Wednesday

Date: 06/06/2018

S-2018-4536

Time: 10.00 A.M. TO 1.00 P.M.

Max. Marks: 70

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- N.B: 1) Answer **ANY FOUR** questions from Section-I and **ANY TWO** questions from Section-II.
2) Figures to the **RIGHT** indicate **FULL** marks.
3) Answers to both the sections should be written in the **SEPARATE** answer books.
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SECTION-I

- Q 1.** Why is listening an important communication skill? Explain the role of effective listening in communication. (10)
- Q 2.** 'Time management is an important skill'. Discuss how one can manage time effectively. (10)
- Q 3.** What are Presentation skills? What essential steps should one undertake to deliver effective presentations? (10)
- Q 4.** What are the different types of tests used to assess abilities of candidates during interviews? (10)
- Q.5** Discuss the concept of team in organizations? How would one go about to initiate team building amongst employees in organizations. (10)

SECTION-II

- Q.6** Draft a sales letter to promote the sales of a new insurance scheme that the bank has recently launched. (15)
- Q.7** Assume that you have conducted a meeting of the employees on the level of IT training required for conduct of their functions effectively. Draft the minutes which has to be submitted to your superior. (15)
- Q.8** After having assessed your subordinates who are from the HR department, you have identified that they lack skills to negotiate effectively. How would you go about addressing this need, advice them. (15)

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