

S.D.E.

M.B.A. SEM-I (2013 COURSE) : WINTER - 2017
SUBJECT: MANAGERIAL SKILLS DEVELOPMENT

Day : **Tuesday**
Date : **19/12/2017**

Time : **10.00 A.M. TO 1.00 P.M.**
Max. Marks : 70.

W-2017-4187

N.B.:

- 1) Attempt any **THREE** 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 **SEPARATE** answer books.

SECTION-I

- Q.1** Discuss the essentials for effective written communication. Explain the do's and don'ts in telephonic communication. (14)
- Q.2** "In an organization, the outcome of a meeting depends on how well the meeting is managed." Comment. (14)
- Q.3** Elaborate on the preparation that you will undertake to deliver an effective presentation. (14)
- Q.4** List down the various steps in the negotiation process. (14)
- Q.5** Write short notes on any **TWO** of the following: (14)
- a) Causes of workplace stress
 - b) Handling breakdown in negotiation
 - c) Yoga and exercise as part of stress management.

SECTION-II

- Q.6** How will you prepare yourself for an interview? State the importance of body language during interviews. (14)
- Q.7** You are applying for the post of 'Medical Representative' in 'Galaxy Pharmaceuticals'. Draft a detailed C.V. making necessary assumptions. (14)
- Q.8** Write a letter to the PMO (Prime Minister's Office) inviting the Prime Minister to grace the centenary celebrations of your company to mark the recent CSR endeavors as well as the innovative measures adopted to further the cause of 'Swacch Bharat Abhiyaan.' (14)

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