

S.D.E.

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

WINTER - 2017

SUBJECT: MANAGERIAL SKILLS DEVELOPMENT

Day : Saturday  
Date : 16/12/2017

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

**W-2017-4345**

**N.B.:**

- 1) Attempt any **FOUR** questions from Section-I and any **TWO** questions from Section-II.
- 2) Both the sections should be written in **SEPARATE** answer books.
- 3) Figures to the **RIGHT** indicate full marks.

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**SECTION-I**

- Q.1** Discuss the importance of Reading and Listening skills for a business manager. (10)
- Q.2** Analyze cause of stress at work. What action needs to be taken so as to minimise stress at work? (10)
- Q.3** Why is managing time very important for business managers? What should a manager do to effectively manage time? (10)
- Q.4** Discuss steps to conduct 'effective meetings' at work place. (10)
- Q.5** Write short notes on any **TWO** of the following: (10)
- a) Importance of team building
  - b) Essential personal habits for effective managers
  - c) Importance of report writing

**SECTION-II**

- Q.6** You have been invited by an insurance company to assess the presentation skills of its sales staff. Discuss as to how you will assess the candidates. (15)
- Q.7** As a manager of a hotel, you have been asked to interview candidates who have applied for the front office executive position. How will you assess the abilities of the candidates for the job? Discuss. (15)
- Q.8** An IT company has invited you to conduct a session for the employees of the marketing department on 'Importance of Negotiation skills'. What key important points will you consider on negotiation skills? (15)

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