



I Semester M.B.A. (Day) Degree Examination, July 2023
(CBCS Scheme) (Freshers)
(2021 – 2022 and Onwards)
MANAGEMENT
Paper – 1.7 : Managerial Skills – I

Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer **any five** questions. **Each** question carries **5** marks.

(5×5=25)

1. What is meant by a team charter ? What are its contents ?
2. What is meant by empathetic listening ? Why does a Business Manager require to listen empathetically ?
3. Explain Negotiation skills and state need for the negotiation skill.
4. What are essential steps to be followed in solving a problem ?
5. What is meant by communication matrix ?
6. What are the reasons for poor listening ?
7. What are the different skills of motivation ?

SECTION – B

Answer **any three** questions. **Each** question carries **10** marks.

(3×10=30)

8. Define Delegation. Elaborate the process of delegation.
9. What are teams ? Explain the stages of team development.
10. Write short notes on **any two** :
 - a) Intrinsic motivation
 - b) Stages of report writing
 - c) Active listening
 - d) Feedback and its imperativeness in communication.
11. Define and explain the concept of managerial skills. Why are managerial skills important for business manager ?

P.T.O.



SECTION – C

Compulsory Question.**(3×5=15)****12. Case Study :**

Arun is a successful financial officer at Pokhara based banking Company. Arun will take over the recently acquired footprint as the new regional CEO. The newly acquired banking institution has a long-standing reputation in the market. On Monday morning at 9 AM Arun had called a meeting and he was perplexed at the turnout. However, he begins the meeting, Arun was unhappy due to lack of dedication of employee towards the organization as most of the employees didn't arrived on time.

Later that afternoon, Arun met with the executive team and outlined the strategies, gears, numbers and deadline. A meeting was held with the senior staff members for reporting progress. In the report it was shown that currently the market growth numbers were up and new business numbers were Increasing.

A quarter later Arun had a quarterly report result. The report showed both positive and negative result. Arun reviewed the report with his staff and requested them for their input. However, his request was greeted with silence. He sensed an uneasy feeling in the room.

- 1) Explain Emotional Intelligence. What are its Components ?
- 2) Why the concept of emotional intelligence is important for managers in organizational setting ?
- 3) To what extend do you think Arun process emotional intelligence ? Can it be improved ?