

POSSESSION OF MOBILES IN EXAM IS UFM PRACTICE.

Name of student _____

Enrollment No. _____

**BENNETT UNIVERSITY, GREATER NOIDA
B.TECH / BBA/ BBA-LLB / BAMC
END SEMESTER EXAMINATION
FALL (ODD) SEMESTER 2017**

**COURSE CODE : EHSS101L
COURSE NAME : LIFE SKILLS
COURSE CREDIT : 3**

**MAX. TIME: 2 hr
MAX. MARKS : 35**

All the questions are compulsory. Be brief and to the point.

Case 1:

Max is a successful financial officer at a New York-based company that recently acquired a banking institution in two southern states. Max will take over the recently acquired southern footprint as the new regional CEO. The newly acquired banking institution has a long-standing reputation as a friendly institution with traditional values, and it prides itself on its exemplary customer service. The current staff has prepared a comprehensive package outlining the bank's vision and key customer success stories that demonstrate their commitment to exemplary service and low customer and employee turnover. It is Monday morning and Max has called a meeting at 8 a.m. Max arrives at 7 a.m. and is surprised to find only a couple of employees in the building. Max begins the meeting at 8 a.m. sharp, and the auditorium seats are half-filled. Max is perplexed at the turnout but begins the meeting. "Shareholder value is what it's all about. We are the stewards of this organization, and we have a responsibility to the shareholders." Silence echoes in Max's ears. He continues by stating, "I expect total dedication. If you cannot commit to our new vision and strategies then this is not the right place for you. Commitment starts by being on time." Max motioned to the staff standing next to the auditorium doors to close the doors. "If you can't be here on time, then you can't play in our sandbox." Later that afternoon, Max met with the executive team and outlined the strategies, goals, numbers, and deadlines. A meeting was held with senior staff members responsible for reporting progress. Market growth numbers were up, and new business numbers were increasing. A quarter later Max had the quarterly report results. The region was on target. However, turnover increased 25 percent. Involuntary turnover was up 10 percent. Previous customer numbers were decreasing, and customer complaints were increasing. He reviewed the report with his staff. When he asked for input, his request was greeted with silence. He sensed an uneasy feeling in the room.

1. How would you rate Max's emotional intelligence? By remembering the four competencies of emotional intelligence, his quarterly results numbers may have been different. **(5 marks)**

Case 2:

Mary is currently going to college "full-time"; after four years, she is finally a junior! Throughout her college career, she has worked 20-30 hours per week as a waitress at a local restaurant. In her first year at college, she enrolled in a one-hour course that focused on "managing stress." The professor in the course recommended that each student keep a daily journal to record his/her activities. Mary had faithfully kept a journal since taking that course. For the week of March 8, Mary's journal indicated the following entries: **Monday, March 9:** No entry.

Tuesday, March 10: Well, it happened again, I can't believe my roommate is so stubborn. How many times are we going to argue over her stupid cat using my plants as the cat box? I get so depressed when I argue with her!

Wednesday, March 11: I received a speeding ticket on my way to school. I have to remember to go a different way to school!

Thursday, March 12: I have a test in Principles of Management next Monday ... the first one this semester. I've heard her tests are real hard. Gee, I hate multiple-choice tests ... I never do well.

Friday, March 13: I can't believe it's Friday, the 13th! My boss called this morning and asked me to work tonight. I said yes. After I hung up the phone, I remembered I had a group meeting tonight to discuss a marketing case that should be presented next Wednesday. I couldn't contact anyone from my group. Gee, I never seem to have enough hours in the day to get everything done!

1. Indicate the main type of stressor(s) Mary experienced on each day she recorded a journal entry. Provide support for your answer. (3 marks)
2. Explain in simple terms the ability of social intelligence. (2 marks)
3. Explain the major behavioral tendencies associated with a Type A personality. (2 marks)
4. Explain the major techniques that can be used on a short-term or temporary basis to reduce stress. (3 marks)

Case 3:

Returning from a wonderful vacation at Disney World, "It's a small world after all," you go through the memos that have been stuffed in your box. A short scenario of each memo is provided.

Situation 1: The workers down in the yard are refusing to wear their hard hats. MD visits tomorrow.

Situation 2: The people in the back room would like to play their radios while they work. Their supervisor has no problem with it. The issue appears whether it is rock or country.

Situation 3: Your boss must leave town and will be unable to give a speech to his daughter's fourth-grade class on "What I do for a living." He has asked you to take his place.

Situation 4: Production has informed your salespeople that they don't think they can meet the orders requested. They must know tomorrow what the priority should be. You have a meeting with your sales force at 9:00 a.m. tomorrow.

Situation 5: You have a performance review scheduled for one of your team member's tomorrow. His performance has slipped but he says he needs to talk to you.

1. Indicate the conflict approach that would work best for each of the five situations described in The In-Box Is Full. Provide support for your answer. (5 marks)

Case 4:

Porco Rosso, an aircraft manufacturer, develops a new engine model, PR-4, with safety features lacking in the earlier model, PR-3, which is still being manufactured. During the first year that both were sold, the PR-3 far outsold the PR-4, even after rigorous presentations and negotiations with potential customers for PR-4. Porco Rosso thus concluded that safety was not the customers' primary consideration.

1. Which of the following, if true, would weaken Porco Rosso's conclusion? Explain with reasons.

(5 marks)

- A) Both private plane owners and commercial airlines buy engines from Porco Rosso.
- B) Several customers of Porco Rosso also bought engines from other manufacturers who did not provide additional safety features in their newer models.
- C) The PR-4 model can be used in all planes in which the PR-3 model can be used.
- D) There was no significant difference in price between the PR-3 and PR-4.
- E) Customers prefer and find safer, earlier engine models that have been tried and tested to newer engine models.

Case 5:

Stan manages a staff of 12. Most of his direct reports are fairly young, only being in the workplace 5 years or less. The balance of his direct reports has an average of 15 years of work experience among them. Stan is frustrated. His organization has significant projects in the works and are in a very tight battle with a competitor to secure a large contract for the business. Managing his staff is frustrating for him. He doesn't have the time to

give them the attention many of them need and a few of them are becoming adamant about wanting more of his time. He feels like he can't juggle the work he needs to do with hand holding his employees so they complete their work. Just the other day in a team meeting he told his staff they need to get moving in finishing projects to avoid any more delays. He was tired of them dragging their feet and not working hard enough. This didn't go over well. In fact, one of his staff stood up and said she had had enough and he may want to understand that they are under stress too. She told him, "A bit better support from you may actually help us to do better work. No one ever knows what you want!". Stan realized he was getting increasingly frustrated with his staff and obviously they noticed it also. He recognized this was a problem and needed to be corrected. But how to start. Frustrations are common for those in management roles. It is a fact of the job! Frustrations come from any number of areas, not just from staff. Here, however, we'll focus on providing a few ideas to reduce frustrations from managing direct reports.

1. What Stan Might Do to Reduce Frustrations with his Staff? Explain.

(5 marks)

Case 6:

Rhonda May was transferred to London three months back to oversee the opening of a new branch of the retail chain she worked for. Rhonda, who had never been to London, adjusted well with her British colleagues but received quizzical looks from many of her British colleagues every morning in the initial weeks in London. After asking one of her subordinates to explain what caused her colleagues to look at her in that strange way, she discovered the reason. When her British colleagues greeted her saying "how are you today?" every morning, she typically replied saying "I'm good" while Britishers typically say "I'm well" in response to this greeting. This is because "I'm good" can have multiple meanings like "I'm not a bad person" or "I'm suitable" while "I'm well" only gives a sense of mental and physical well-being. Rhonda then realized how subtly cultural barriers can operate.

1. From the information provided in the scenario, this is an example of barriers caused by _____. Explain. (5 marks)

- A) tone differences and physical cues B) semantics and connotations C) intolerance toward other cultures D) situational
E) power distance

*****ALL THE BEST*****

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