

(i) Printed Pages : 3

Roll No.

(ii) Questions : 9

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Exam. Code :

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Bachelor of Business Administration 2nd Semester
1046

MANAGERIAL & SOFT SKILLS DEVELOPMENT
Paper–BBA : 122

Time Allowed : Three Hours]

[Maximum Marks : 80

Note :- Section A has **six** short answer questions from the entire syllabus. Students are required to attempt any **four** questions from this section. Each question will carry 5 marks. Section B has **four** questions, students are required to attempt any **two** out of these **four** questions of 15 marks each. Section C has **four** questions, students are required to attempt any **two** out of these **four** questions of 15 marks each.

SECTION—A

1. (i) What are various self management techniques ?
- (ii) What are various techniques of improving personal memory ?
- (iii) Outline the skills required to manage stress.
- (iv) Discuss your career portfolio.
- (v) What is the role of coding in verbal communication ? What factors influence the coding process ?

- (vi) What are some cardinal rules of using audio visual aids in a presentation ?
- (vii) Outline various telephone etiquettes.
- (viii) What are cardinal rules of time management ?

SECTION—B

2. Discuss ten different stages of interpersonal relationship development. How can interpersonal relationship be enhanced across these stages ?
3. As per literature there are three ways of managing stress in workplace : Action-Oriented Approaches, Emotion-Oriented Approaches and Acceptance-Oriented Approaches. Discuss these approaches in detail while outlining skill set required for each of the three ways of managing stress.
4. What is self concept ? Discuss various aspects of self concept theory ? How is it different from self esteem ?
5. Write short notes on :
 - (i) Ethical dilemmas in team building
 - (ii) Culture in job and team building.

SECTION—C

6. In verbal communication delivering the message is an important stage. List four guidelines to consider when choosing the appropriate channel and media for delivering the communication.
7. What are different types of personal interviews ? Discuss the rationale of seeking a balance of "hard skills" and "soft skills" when selecting an employee during personal interviews.
8.
 - (i) Discuss top ten skills required to be an effective leader.
 - (ii) List 25 email etiquettes.
9. How is the activity of listening impacted by the particular situation ? Discuss six bad listening habits. Which do you think is the biggest challenge for you personally ?