

(i) Printed Pages: 2

Roll No.

(ii) Questions : 9

Sub. Code :

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Exam. Code :

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Bachelor of Business Administration 2nd Semester

1048

MANAGERIAL & SOFT SKILLS MANAGEMENT

Paper–BBA122

Time Allowed : Three Hours]

[Maximum Marks : 80

Note :— (1) **Section A** has short answer questions from the entire syllabus. Students are required to attempt any **FOUR** questions out of **SIX** from this section. Each question will carry **5** marks.

(2) **Section B** has **FOUR** questions, students are required to attempt any **TWO** out of these four questions of **15** marks each.

(3) **Section C** has **FOUR** questions, students are required to attempt any **TWO** out of these four questions of **15** marks each.

SECTION—A

1. Students are required to attempt any **FOUR** questions from this section. Each question will carry **5** marks.

(i) Write down uses of career portfolio.

- (ii) Define career autobiography.
- (iii) What are the barriers to creativity skills ?
- (iv) Explain some of the common telephone courtesies.
- (v) Name five oral communication situations.
- (vi) What are the Cardinal rules of using audio visual AIDS ?

4×5=20

SECTION—B

- 2. What is the meaning of career portfolio ? What are the contents in it ? Is it different from resume ?
- 3. What are the various ways in which personal creativity skills can be improved ? Discuss.
- 4. Define Ethics. Discuss some of the ethical dilemmas faced by managers in today's organisation.
- 5. Define various tips to enhance interpersonal relationship.

2×15=30

SECTION—C

- 6. Define verbal and nonverbal communication. Discuss various types of nonverbal communication.
- 7. What is the importance of effective listening in communication ?
- 8. Why is interview an important tool of selection ? Also explain its types.
- 9. Why is body language important while delivering presentation ?

2×15=30