

(i) Printed Pages: 4]

Roll No.

(ii) Questions : 9]

Sub. Code :

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Exam. Code :

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**Bachelor of Business Administration 2nd
Semester Examination**

1047

**MANAGERIAL AND SOFT SKILLS
MANAGEMENT**

(Paper : BBA122)

Time : 3 Hours]

[Max. Marks : 80

Note :- Section-A has *six* short answer questions from the entire syllables. Students are required to attempt any *four* questions from this Section. Each question will carry *five* 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.

N-104

(1)

Turn Over

Section-A

1. (a) What is self concept ?
- (b) What are various techniques of improving personal memory ?
- (c) Outline the job search process.
- (d) Discuss the various formats of resume ?
- (e) What is the role of feedback in communication ?
- (f) What are some cardinal rules of making a presentation ?
- (g) Outline various telephone etiquettes.
- (h) How can you develop good listening skills ?

Section-B

2. Discuss role of meta-communication in team building and interpersonal relationships. What is Johari window and how does it help in interpersonal relationships ?
3. In management of stress the literature says that "..... We have two instinctive reactions that make up our stress response. These are the "fight or flight" response, and the General Adaptation Syndrome

(GAS)". Do you agree or disagree with these statements ? Support your answer and discuss other ways of dealing with stress.

4. Discuss various self-management techniques.
5. Write short notes on the following :
 - (i) Organizational career
 - (ii) Alternative career paths

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. List *three* ways you can improve the correctness of your verbal writing and discuss how each activity will develop your expertise and competence in terms of public speaking.
8. Describe the role of nonverbal messages in communication. What roles do culture and gender play in nonverbal communication ?

9. (i) Discuss top *ten* skills required to be an effective negotiator.
- (ii) List 25 e-mail etiquettes.