

S.No. 8965

**P 16 MBAMS/P 16 MCAMS/
P 16 MBSMS**

(For candidates admitted from 2016–2021 batch)

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

Business Administration

MANAGERIAL SKILLS

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20)

Answer ALL questions.

1. What is lateral thinking?
2. Mention any two competencies for strategic thinkers.
3. What are the sources of conflict?
4. Who is a negotiator?
5. What is change?
6. Highlight the benefits of facing challenges.
7. Define decision making.

8. What are user risks?
9. Define motivation.
10. What is work-life balance?

PART B — (5 × 5 = 25)

Answer ALL questions, choosing either (a) or (b).

11. (a) Elaborate the characteristics of strategic thinkers.

Or

- (b) What do you mean by convergent and divergent thinking?

12. (a) Discuss the five steps of conflict resolution.

Or

- (b) Write down the roles and qualities of a negotiator.

13. (a) Enumerate the key elements of successful change management.

Or

- (b) Explain the common cause of employee resistance to change.

14. (a) Enumerate the possible approaches to strategic decision-making.

Or

- (b) List out any five skills should have managers have to manage risk?

15. (a) Outline the stages of decision-making process with suitable chart.

Or

- (b) Discuss the factors influencing better work life balance for employees.

PART C — (3 × 10 = 30)

Answer any THREE questions.

16. Enumerate on process consideration in strategic thinking in detail.
17. How do perceptions and opinions impact conflict in the workplace?
18. Describe a note on conflict avoidance strategies in organizations.
19. Why is employee motivation so important in crisis situations?
20. Discuss the factors determine the employee job? Describe the techniques used in work life balancing.