

St. Clare College

Autonomous, Bengaluru

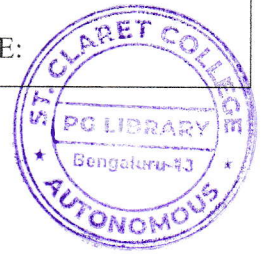
PG END SEMESTER EXAMINATION-APRIL 2026

MBA FIRST SEMESTER

MBA 1724: MANAGERIAL SKILLS - 1

ROLL NO:

DATE:



TIME: 3 Hours

MAX. MARKS: 70

This paper contains TWO printed pages and FOUR parts

Instructions:

1. Verify and ensure that the question paper is completely printed.
2. Any discrepancies or questions about the exam paper must be reported to the COE within 1 hour after the examination.
3. Students must check the course title and course code before answering the questions.

PART-A

Answer SEVEN questions out of NINE. Each answer carries TWO marks.

[2x7 = 14]

1. How crucial are Problem-Solving skills for success in a Managerial role?
2. What do you understand by Communication Matrix?
3. In what ways do Virtual Meetings offer benefits for businesses and teams?
4. Discuss the impact of Motivation on Organizational Outcomes.
5. How does Synergy enable teams to achieve more than the sum of their individual members' efforts?
6. Why is Active Listening such an important skill for managers in work environment?
7. Discuss key benefits of providing and receiving constructive Feedback in workplace.
8. What abilities or qualities are required for Negotiation skills?
9. Mention two qualities of a good team.

PART-B

Answer any FOUR questions out of SIX. Each answer carries FIVE marks.

[5x4=20]

10. Considering the specific challenges and opportunities within the business landscape, how important is Leadership for managers to navigate and succeed.
11. Considering that a significant portion of communication is Nonverbal, how crucial is Body Language for managers to build trust, inspire their teams, and establish authority in the context of the professional environment?
12. Outline the various phases of Team Building, highlighting the importance and key characteristics of each stage for teams.
13. What are the essential rules for writing Professional E-mails in a business setting?
14. What are the fundamental factors that lead to someone being Intrinsically Motivated?
15. How does self-confidence help a manager take better decisions?

PART-C

Answer any TWO questions out of FOUR. Each answer carries TEN marks.

[10X2=20]

16. Managerial functions are the backbone of an Organization's Performance. They are essential for successful management, elaborate on various Managerial Skills required for the same.
17. Discuss various kinds of Communications in an organization and how the flow of Communication has an impact on the Structure of the Organization.
18. Why are strong Interpersonal Skills considered essential for Effective Management and Leadership in today's workplace, particularly in a globalized hub like Bengaluru?
19. Develop a communication matrix for a cricket team as its coach.

PART-D

Answer the following.

[16X1=16]

20. A teenaged girl, Mary, enters the Ellendale County Public Library with a small dog and heads to the "teen books" area. She sits down at one of the tables, opens up her backpack, and takes out a textbook and piece of paper. Her dog is next to her, on the floor.

At a table next to Mary sits Ron and his mother, Alice. Ron's mother is helping him with research for school. She notices the dog, gets up, and looks for a librarian. Upon finding one, she says, "My son is allergic to dogs and that girl brought a dog to the library. He's not going to be able to study with the dog around. Can you do something about this?"

Susan, the librarian, knows that the library has a "no animal policy," except for service dogs. The policy also states that the library cannot directly question patrons if the dog is a service dog. Susan looks over at Mary and does not see any visible reasons for why the dog should be there. She heads over and tells Mary that she cannot have a dog in the library.

Mary does not understand everything the librarian says because she is hearing impaired. She needs the dog to alert her to things she cannot hear. Mary responds, but Susan does not understand Mary's speech patterns.

"I'm sorry, but you're going to have to leave," Susan says with finality.

Later that day, Craig, the director of the Ellendale County Public Library system, receives a phone call from Mary's father, Joseph, who informs him about the situation. Craig's been in his position for 3 years and with the county library for 10 years. As he listens to Joseph, he realizes that there needs to be some changes to the library's policy and training for the librarians. He is going to bring up this issue at next week's management meeting and have a conversation about strategies that will resolve these issues in the future.

To help Craig prepare for his management team meeting, use the cultural intelligence principles to help him analyze the situation that has occurred.

You may use the following questions to guide your thinking:

- a) What is the culture of the library and librarians at Ellendale?
- b) What can Craig as a leader do differently that will change this behavior?