

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION DECEMBER 2024
(Second Semester)

Branch – NETWORKING AND MOBILE APPLICATIONS

MANAGERIAL SKILLS

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which of these is a key skill of a competent manager? A) Avoiding delegation B) Resisting change C) Adaptability D) Micromanaging employees	K1	CO1
	2	Outline the steps involved in developing emotional intelligence. A) Identify emotions, Analyze situations, Respond appropriately B) Recognize feelings, Ignore negative emotions, Focus on logic C) Evaluate others, Control emotions, Avoid conflict D) Assess IQ, Develop skills, Lead teams	K2	CO1
2	3	What is the "two-minute rule" in time management? A) If a task takes less than two minutes, do it immediately B) Spend no more than two minutes planning your day C) Limit meetings to two minutes D) Take a two-minute break every hour	K1	CO2
	4	Explain the concept of synergy in the context of teamwork. A) Synergy is the ability to work independently B) Synergy is the process of setting team goals C) Synergy is the act of dividing tasks among team members D) Synergy is the phenomenon where the combined effect of a team is greater than the sum of its individual parts	K2	CO2
3	5	What is a key principle of social etiquette when meeting someone for the first time? A) Discussing personal finances B) Making eye contact and offering a firm handshake C) Ignoring them until they speak first D) Immediately asking about their political views	K1	CO3
	6	Explain the concept of active listening in interpersonal communication. A) Listening without responding B) Hearing the words but not understanding their meaning C) Fully concentrating, understanding, responding, and remembering what is being said D) Nodding occasionally to show you are paying attention	K2	CO3

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4	7	Which of the following is an example of unprofessional behavior? A) Maintaining confidentiality of client information B) Dressing appropriately for the workplace C) Arriving on time for meetings D) Gossiping about colleagues	K1	CO4
	8	Compare creativity and innovation. Which is true? a) Creativity generates ideas; innovation implements them. b) They are the same process. c) Innovation focuses on art; creativity on practicality. d) Creativity is linear; innovation is random.	K2	CO4
5	9	Which of the following is a key element of effective delegation? a) Clear instructions and expectations b) Lack of support c) Avoiding feedback d) Ignoring employee input	K1	CO5
	10	Outline the key components of stress: A) Physiological response B) Psychological factors C) Environmental influences D) All of the above	K2	CO5

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	List techniques to improve self-awareness	K1	CO1
	(OR)			
	11.b.	Define emotional intelligence and its components.		
2	12.a.	Recall various time management techniques.	K1	CO2
	(OR)			
	12.b.	What is teamwork and why is it significant in achieving organizational goals?		
3	13.a.	Explain the importance of effective interpersonal communication in the workplace.	K2	CO3
	(OR)			
	13.b.	Summarize the benefits of developing relationship skills for improving interpersonal communication.		
4	14.a.	Explain the steps involved in planning for career advancement.	K2	CO4
	(OR)			
	14.b.	Illustrate the benefits of problem-solving skills in a professional environment.		

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5	15.a.	Choose an initiative to improve the work environment and explain how it would benefit individuals.	K3	CO5
	(OR)			
	15.b.	Identify the main sources of workplace stress and their impact on employees' mental and physical health.		

SECTION -C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Show how a competent manager can use emotional intelligence to handle conflicts within a team. Provide examples to illustrate your points.	K1	CO1
2	17	Identify common barriers to effective team work and suggest strategies to overcome them.	k3	CO2
3	18	Interpret the impact of digital communication etiquette on professional relationships	K2	CO3
4	19	Explain the role of creativity in solving complex problems within an organization.	K2	CO4
5	20	Explain the importance of occupational safety and health regulations in preventing workplace accidents.	K2	CO5

Z-Z-Z

END