

00483

EXECUTIVE MBA (EXMBA)

Term-End Examination

December, 2012

**MCTE-054 : EMOTIONAL INTELLIGENCE AND
MANAGERIAL EFFECTIVENESS**

Time : 3 hours

Maximum Marks : 100

*Note : Attempt **any five** questions out of **eight**.*

1. What do you understand by Emotional Intelligence? What are the important principles of Emotional Intelligence ? Do people who are Emotionally Intelligent also more effective managers ? Give reasons.
2. An Emotionally Intelligent person will be self managed and maturated. Do you agree with the statement ? Give reasons in support of your answer. Also give suggestions as to how one can be self managed ?
3. To Increase Managerial Effectiveness there is a need to develop teams. What are the benefits of Team Development and how the Team lead to increasing productivity and increased motivation among team members ?

4. What is the role of Coaching and Mentoring in any Organisation ? How the system of mentoring can be implemented in an educational institute to increase students commitment to the program and attending their classes regularly ?
 5. What is Organisational Change ? State the factors which necessiate change and the process involved in Implementing Organisation Change.
 6. (a) Discuss the various classes and sources of conflict in an Organisation.
(b) Discuss Management of Inter-group Conflict.
 7. What steps can be taken by a manager as an individual to increase his/her personal effectiveness? Could these steps be taken only once or is it continuous process ? Give reasons to support your answer.
 8. Write notes on :
 - (a) Skills of Emotional Intelligence.
 - (b) Characteristics of Manager who is Emotionally Intelligent and hence effective.
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