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**MASTER OF BUSINESS ADMINISTRATION
(MBATEXM)**

**Term-End Examination
December, 2012**

MCT-043 : BUSINESS SKILLS - II

Time : 2 hours

Maximum Marks : 50

Note : Attempt five questions in all. All question carry equal marks.

1. Why is it important to identify goals and formulate steps towards realising them ? 10
2. What is the importance of using positive expressions even while conveying criticism or disapproval ? Illustrate. 10
3. How does the attitude of seniors towards their subordinates affect relationships ? 10
4. Why is it important for a leader to be sensitive to his team's feelings ? 10

5. What do you understand by aptitude ? 10
 6. In what ways is critical thinking an important component of business skills ? 10
 7. Discuss effective stress management as an essential tool of business practices. 10
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