

**EXECUTIVE MBA (EXMBA)**

**Term-End Examination**

**June, 2012**

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

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions. All questions carry equal marks.*

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1. Define IQ and EQ. Discuss the role of EQ in being successful at workplace. 20
  2. Explain Intrapersonal or Interpersonal components of EI skills. 20
  3. Discuss Johari Window in Improving interpersonal relationship. 20
  4. Explain the Tuckman's Team Building Model. 20
  5. Discuss the Transactional Analysis theory of Dr. Eric Berne. 20
  6. How coaching and mentoring is effective in developing team at work place ? 20
  7. Discuss various theories of conflict management in brief. 20
  8. Discuss the Lewins management model of change management. 20
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