MASTER OF BUSINESS ADMINISTRATION (NETWORK INFRASTRUCTURE MANAGEMENT) (MBANIM)

00873

Term-End Examination

June, 2012

MCR-012 : BUSINESS SKILLS - II

Time : 3 hours   *Maximum Marks : 100*

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

1. What is the difference between a group and a   **20**
    team ? What are the different stages in team
    building ?

2. How would you define conflict ? Distinguish   **20**
    between functional and dysfunctional conflicts by
    giving suitable examples.

3. (a) Why do we need to develop personality ?   **10**
    (b) Explain the factors influencing ethical   **10**
         environment of a service organisation.

4. Explain the various steps involved in making the   **20**
    presentation effective. What are the tools used in
    making presentation ?

5. Write short notes on the following :   5x4=20
   (a) Group Discussion
   (b) Employers expectations
   (c) Stress management
   (d) Grooming

6. Distinguish between the following :   10x2=20
   (a) Presentation and speech.
   (b) Corporate ethics and business ethics.

7. What are the various sources of conflict in a   20
   business organisation ? What steps can be taken
   to resolve it ?

_____