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**MASTER OF BUSINESS ADMINISTRATION
(Textile Management)
(MBATEXM)**

Term-End Examination

June, 2013

MCT-043 : BUSINESS SKILLS - II

Time : 2 hours

Maximum Marks : 50

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

1. Explain the use of SWOT analysis as an important Career Planning tool. 10
2. What is Negotiation ? List atleast five parametres to measure negotiating skills. 10
3. Explain the health benefits of Positive Thinking. 10
4. How would you identify and assist a negative thinking co-worker at your work place ? 10
5. Comment on the statement :
"Effective Team Leaders build relationships of trust and loyalty, rather than create fear of power". 10

6. Write short notes on *any two* : 5x2=10
- (a) Negotiating Tactics
 - (b) Relationship building for customer retention
 - (c) Art of convincing
 - (d) Stress management
7. Explain the relationship between : 5x2=10
- (a) Negative self talk and stress levels
 - (b) Body language and negotiating skills
8. Explain the role of Emotional Intelligence in Relationship building. 10
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