

B.Sc. FOOTWEAR TECHNOLOGY (BSCFWT)

Term-End Examination

June, 2017

00307

BFWE-020 : MANAGERIAL DEVELOPMENT

Time : 3 hours

Maximum Marks : 70

Note : Attempt *all* questions. All questions carry equal marks.

1. "Some people have suggested that understanding human behaviour at work is the singlemost important requirement for managerial success." Do you agree or disagree with this statement ? Why ? 10

2. What are the various managerial functions ? Discuss the managerial skills a manager should have. 10

3. What do you mean by the term 'motivation' ? Discuss the importance of motivation. 10

4. What do you mean by the term 'business communication' ? How should managers establish good communication systems in organisations ? 10
 5. What is the difference between a leader and a manager ? What are the characteristics of leadership ? 10
 6. What is conflict ? What are the sources of conflict ? 10
 7. What are the ways in which conflict can be managed and agreement built among different members in an organisation ? 10
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