

B.Sc. FOOTWEAR TECHNOLOGY (BSCFWT)

Term-End Examination

00345

June, 2015

BFWE-020 : MANAGERIAL DEVELOPMENT

Time : 3 hours

Maximum Marks : 70

Note : Answer any five questions. All questions carry equal marks.

1. What is a management plan ? Discuss the necessity of a management plan in an organization. 14
2. "Time management plays a very important role in the management development." Explain in detail. 14
3. What type of skill development training should be given to the new management trainees ? Explain. 14
4. Discuss how the meetings and group discussions are very important for growth in an organization. 14

5. Imagine yourself as the Purchase Manager of ABC Pvt. Ltd., Chennai, and you had ordered forty personal computers from XYZ Computers Pvt. Ltd., Mumbai. When the consignment arrived, you found some of the pieces in damaged condition. Write a complaint letter to the Sales Manager of the company asking for repair, replacement and compensation. 14

6. Explain the process of conflicts and different strategies to minimize the conflicts in an organization. 14

7. What is the difference between leadership and managerial skills ? Analyse both the skills for line supervisors, middle managers and the top management. 14