

B.Sc. FOOTWEAR TECHNOLOGY (BSCFWT)

Term-End Examination

June, 2015

00304

BFWE-028 : MANAGERIAL DEVELOPMENT

Time : 3 hours

Maximum Marks : 70

*Note : Attempt **all** questions.*

1. What is Business communication ? Discuss the advantages of verbal communication. 15
 2. What are the differences between leaders and managers ? How can a manager become an effective leader ? 15
 3. What is conflict ? Explain the different types of conflicts. 15
 4. Define organisational change. What are the effective ways of change management in a business organisation ? 15
 5. What do you understand by the term interpersonal relationships in an organisational context ? Discuss the various strategies of effective interpersonal relationship management. 10
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