

EXECUTIVE MBA (EXMBA)

Term-End Examination

December, 2011

**MCTE-054 : EMOTIONAL INTELLIGENCE AND
MANAGERIAL EFFECTIVENESS**

Time : 3 hours

Maximum Marks : 100

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

1. Differentiate between IQ and EQ. Discuss the significance of EQ in the workplace. 20
2. Explain the four components of EI skills given by Daniel Goleman. 20
3. Discuss the contribution of Joseph Luft and Harry Ingham in Relationship management. 20
4. Explain different Ego States in Transactional Analysis. 20
5. Discuss the four distinct stages of team building. 20
6. What is coaching and mentoring ? Discuss the benefits of coaching and mentoring to business. Give suitable examples. 20

7. What is conflict ? What are the ingredients of conflict ? Discuss any two of the following conflict resolution theories : 20
- (a) Competition
 - (b) compromising
 - (c) Avoiding
 - (d) Accommodating
8. What do you understand by Managing change ? 20
Explain Kotler's eight step change management model.
-