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**MASTER OF BUSINESS  
ADMINISTRATION (RETAIL SERVICES)  
(MBARS)**

**Term-End Examination**

**December, 2011**

**MRS-023 : SOFT SKILLS (INTERNATIONAL  
RELATIONS AND PRESENTATION)**

*Time : 2 hours*

*Maximum Marks : 50*

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

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1. Discuss the importance of good listening in effective communication. 10
2. In what situations is a formal communicative style appropriate.? 10
3. It is essential for the leader of a group to be physically very strong. Do you agree ? Give reasons for your answer. 10
4. What are some effective ways of dealing with stress ? 10
5. How important are enthusiasm initiative and change in career development ? 10

6. Success by any means should be the motto of every professional. How far do you agree with this view ? 10
  7. Discuss the importance of thorough and methodical planning before a presentation. 10
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