

**EXECUTIVE MBA (EXMBA)**

**Term-End Examination**

**June, 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. What is emotional intelligence (EI) ? Differentiate between felt and displayed emotions. 20
2. Explain the emotion dimensions with illustration. 20
3. Describe the EQ model and requisite skills of EI. 20
4. Discuss the concept of management of self citing suitable examples. 20
5. Write an essay on the relationship between EI and leadership effectiveness. 20

6. Discuss the principles of conflict resolution. 20
  7. Explain how planned change is managed in an organisation citing examples ? 20
  8. Discuss the external constraints on emotions and its role in organisations. 20
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