

MASTER OF BUSINESS ADMINISTRATION

(RETAIL SERVICES) (MBARS)

Term-End Examination

00775

December, 2014

**MRS-023 : SOFT SKILLS (INTERPERSONAL
RELATIONS AND PRESENTATIONS)**

Time : 2 hours

Maximum Marks : 50

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

1. Enumerate the different communicative styles.
How are they employed in various contexts ? $5+5=10$
2. What are the skills that make up good and effective communication ? Illustrate with suitable examples. $5+5=10$
3. Discuss the dynamics of senior-junior / old-young / boss-subordinate when building a good relationship. Explain with examples. $5+5=10$
4. Leaders are born, not made. Do you agree ? Give reasons. 10

5. What are the various behavioural traits required that lead up to success in the professional sphere? 10
 6. Why is it important to be updated and aware of things going on around us and in our specialised field? 10
 7. What role do values and ethics play in the success of an individual or a company? 10
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