

EXECUTIVE MBA (EXMBA)

Term-End Examination

June, 2013

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

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions out of Eight. All carry equal marks

1. What is Emotional Quotient ? How is it different from Emotional Intelligence ? Discuss the EQ model used to measure the emotional stability of an individual at the time of judging the Emotional Intelligence of a manager.
2. What do you understand by Self Regulation and Self Motivation ? What the principles of Self Regulation and Self Motivation ? How are they effective in building EI ?
3. What is Social understanding ? How it is practiced by any individual ? What are its dividends. What Role Social Understanding plays in increasing/ building Emotional Intelligence.
4. What are the reasons of building and developing teams ? How teams are different from Groups ? What can be the different types of teams that might exist in any Organisation. Give pros and cons of each team.

5. Discuss the Organisational and Individual factors for Resistance to change. What effort can be made to overcome resistance to change ?

 6. Write notes on :
 - (a) Role Conflict
 - (b) Various approaches used by managers for Conflict Management/Resolution.

 7. Write notes on :
 - (a) Planning for Personal Success
 - (b) Parameters of Effective Manager

 8. How Emotional Intelligence builds Managerial Effectiveness ? What are the reasons that besides IQ (Intelligence Quotient) now organisations have started looking more for EQ (Emotional Quotient) at the time of hiring managers. Give examples of organisation you have come across where measurement of EQ is done ? Suggest a suitable EQ model which can be used by organisation to measure their managers EI.
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