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MASTER OF BUSINESS ADMINISTRATION (NETWORK INFRASTRUCTURE MANAGEMENT) (MBANIM)

Term-End Examination

June, 2011

MCR-012 : BUSINESS SKILLS - II

Time : 2 hours *Maximum Marks : 50*

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

1. Do teams create conflict ? Is conflict bad for the 10 organisation ? If yes, why management support the concepts of teams ? Explain with suitable example.

2. How information gathering interview is 10 conducted ? What are the points that interviewer and interviewee should consider for information gathering interview ?

3. What is the importance of presentation in any 10 business organisation explain the factors that affect the quality of presentation.

4. (a) What is stress ? Explain potential sources **5**
of stress.

(b) How would you manage work stress ? **5**

5. (a) Discuss various stages in team building **5**
process.

(b) Narrate the reasons for team failure. **5**

6. Explain various types of groups that exist in an **10**
organisation. Explain the dynamics of informal
formal groups.

7. What is the comprehensive definition of **10**
personality ? Give details of the major elements
of personality traits.

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