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Time was 08.05 and she reached main gate of the company. Hurriedly she swiped her card and rushed towards board room. That time few houseman were doing cleaning, one of the houseman had spread soap solution on the floor, unaware of what is on the floor, she continued to rush to the board room. In hurry, Sushma slipped her foot, the floor was made of marbles and soap solution was sprinkled over it. The floor had become quite slippery. Sushma could not control her balance on the slippery floor and fell down. Slippery floor dragged her couple of feet further.

The impact was so strong that she wailed loudly. Her team members rushed to help her. Somehow she could get of with the help of her team members. Considering her wailing because of pain, she was taken to the hospital. In the hospital it was discovered that her hip bone was broken. Later she was immobile for about two months because of hip injury. Later in investigation, it was revealed that the houseman who was cleaning the floor had not put the display board "Caution : Floor is wet".

- i) Analyze the case and point out the issue(s) involved in this case. 7
- ii) Identify the concept(s) applicable and solution (s) to this case. 7

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M.B.A. Semester - I  
**Paper - MBA/103**  
**Managerial Skills Development**

P. Pages : 4

Time : Three Hours

Max. Marks : 70

- Notes : 1. Attempt all questions.  
2. Figures to the right indicate marks.

**SECTION - A**

1. a) What do you mean by employability skills? 14  
Give a list of different types of employability skills and explain them.

**OR**

- b) Differentiate between Hard and Soft skills. 14  
Narrate the importance of Technical skills in today's era of digitalisation.

**SECTION - B**

2. a) Explain the steps involved in principle based negotiation process. 7

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- b) Describe practical application of following zones in the use of space citing an actual example of interpersonal communication in business organization's. **7**
- i) Intimate zone                  ii) Personal zone
  - iii) Social zone                  iv) Public zone

**OR**

- c) Define and distinguish between the terms gestures and postures, proxemics and haptics. **7**
- d) Describe the meaning and practical application of following gestures citing examples of interpersonal communication in business organisation's. **7**
- i) Emblems                          ii) Illustrators
  - iii) Regulators                      iv) Adaptors
3. a) Give a detail classification of different types of letters and explain. **7**
- b) Draft a letter on behalf of your company to enquire about products proposed to be purchased in near future. **7**

**OR**

- c) Describe the layout of a typical letter. **7**
- d) Draft a brief report on an industrial tour organized by your college for your batch. **7**

**SECTION - C**

4. a) What is an interview? Explain the objectives behind taking an interview of a candidate. **7**
- b) Explain in brief different presentation skills. **7**

**OR**

- c) Define the terms 'brain storming', 'brain canning' and 'brain stilling'. Explain the rules of brain storming session. **7**
- d) Identify and explain different presentation aids that are used during a presentation. **7**

**SECTION - D**

5. Sushma works in Info soft solution's Pvt. Ltd. She works there as project leader. occasionally her job demands coming early for her duties or stay till late evening hours. Once she was handling two projects simultaneously and one such day she had convened a meeting with her team members regarding project delivery. She had called her team members at 08.00 hours. Sushma is a disciplinarian and generally she follows duty timings strictly. Discipline starts with me, was her firm principle. She had made a habit of coming 5 minutes early at least. However, on that day she could not make meeting time of 08.00 hours and she was worried of her reputation could be at stake.