

Seat No. : _____

DE-164

December-2018

S.Y., M.B.A., Integrated, Sem.-III

Soft Skills Development

Time : 2:30 Hours]

[Max. Marks : 70

1. What are the essential elements that one needs to practice in order to overcome the barriers of communication ? **14**

2. What steps should one take to improve Informal Communication ? **14**

OR

What are the important elements in group dynamics ? What is convergent and divergent thinking ? **14**

3. Answer any **two** of the following : **14**

(1) Describe the different types of groups. Also identify the essential elements of the optimal team size with diagram.

(2) Describe group development process in detail. Also state the essential element team leader looks forth for selecting team members.

(3) Why does a team hold meetings ? How does a team ensure that meetings are held effectively ?

4. (a) “Time is limited and equally distributed to everyone.” How can you effectively manage time and stress because of limited time ? Discuss. **7**

(b) How would you deal with office politics to reach your career goals ? Also explain how you would develop diplomacy skills. **7**

5. (a) Define Negotiation. Also explain the four stage process of negotiation in detail. **7**

(b) Define interpersonal skills. How to improve Interpersonal Skills & connect with others ? **7**

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