



# ST. FRANCIS DE SALES COLLEGE

A FRANSALIAN INSTITUTE OF HIGHER EDUCATION **AUTONOMOUS**

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Electronics City P.O., Bengaluru - 560 100, Karnataka, INDIA ☎ (+91) 8088140679 ✉ pro@stfscollge.in 🌐 www.stfscollge.in

## END SEMESTER EXAMINATION – AUGUST 2025 MANAGEMENT- II SEMESTER MBA 24MBA27 – MANAGERIAL SKILLS-II

**Time: 3 Hours**

**Max. Marks: 70**

**Instruction:** Answer should be written completely in English.

### SECTION – A

Answer any FIVE questions. Each question carries FIVE marks.

(5x5=25)

1. What is meant by SWOT analysis? Explain its importance.
2. Explain in detail the communication skills.
3. Define managerial skills. Explain their importance in an organizational context.
4. Explain KYC exercise and why it is necessary for a business organisation?
5. Describe the life cycle of Goals.
6. Explain in detail the phases of Design Thinking.
7. What is MBO? Explain in detail the process of MBO.

### SECTION – B

Answer any THREE questions. Each question carries TEN marks.

(3x10=30)

8. Discuss the process of communication.
9. Discuss in detail the essentials of Employee skills
10. What do you mean by self-concept? Explain its components and Importance.
11. Explain the bases of conflict.

### SECTION – C

12. Compulsory question (Case study). The question carries FIFTEEN marks. (1x15=15)

Mr. Natrajan is working in the capacity of a senior manager in BNB Courier Services PVT Ltd., for the last 20 years. His track record of performance for the past 20 years is excellent. He is known as very disciplined and sincere manager. He is being termed as a role model for a new appointee by the director of the company. Of late, He seems not very happy with the development in his office. He keeps on grumbling about the new junior manager and attitude towards the job.



He strongly opposes the "Work from Home". policy announced by top management for the junior tech savvy managers. Senior in the organisation echoed this feeling along with the Mr. Natrajan. Mr. Natrajan is very strict about work place discipline and reporting timings. This has sparked the conflict between him and new batch of junior managers. He started feeling that top management is very soft on new batch of junior managers and gradually his importance is warning. He is unable to hide frustration and many at times becomes critically vociferous, in meetings with top management representatives. Now there is a question before top management how to console veteran of 20years and keep cordial relations in an organisation

Question:

- a) Elaborate the different types and sources of conflicts
- b) What are the managerial skills required for conflict resolution.
- c) Discuss the different techniques that can be found useful for managing conflicts.

