



ST. FRANCIS DE SALES COLLEGE

A FRANSALIAN INSTITUTE OF HIGHER EDUCATION AUTONOMOUS

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END SEMESTER EXAMINATION – APRIL 2025

MANAGEMENT – I SEMESTER MBA

24MBA17 – MANAGERIAL SKILLS – I

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. Define managerial skills and explain their importance.
2. Explain the importance of interpersonal skills for managers.
3. Brief the different stages of organizational cycle.
4. Define delegation and explain its benefits.
5. Explain the anatomy of poor listening.
6. Explain the issues in managing teams.
7. What are the features of a good listener?

SECTION - B

Answer any THREE questions. Each question carries TEN marks.

(3x10=30)

8. Explain how strategic thinking contributes to effective decision-making.
9. Discuss the importance of delegation in managerial tasks.
10. Discuss eight skills of motivation. What are the keys to extrinsic motivation?
11. Discuss the role of receptiveness to feedback in professional growth.

SECTION - C

Compulsory question (Case study). The question carries FIFTEEN marks.

(1x15=15)

12. A manager is leading a new team on an important project with a tight deadline. Some employees are unsure of their roles, while others feel overwhelmed. Miscommunication is leading to inefficiencies.

Questions:

- a) How should the manager structure the team for success?
- b) What strategies can improve delegation?
- c) How can the manager ensure effective communication within the team?

