

(8 pages)

Reg. No. :

**Code No. : 30948 E Sub. Code : ESBA 21/
ESSL 21/ESAM 21**

B.B.A. (CBCS) DEGREE EXAMINATION, APRIL 2024.

Second Semester

Business Administration/Shipping and Logistics
Management/Aviation Management

Skill Enhancement Course – MANAGERIAL SKILL
DEVELOPMENT

(For those who joined in July 2023 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. What is self-awareness?
 - (a) Knowing everything about oneself
 - (b) Understanding one's own thoughts, feelings, and behaviors
 - (c) Having a strong sense of ego
 - (d) Ignoring one's own emotions

2. How do individuals with a positive attitude towards change typically respond to new situations?

- (a) They resist change and cling to familiar routines
- (b) They embrace change and adapt quickly
- (c) They become anxious and overwhelmed
- (d) They ignore change and hope it goes away

3. What is self-esteem?

- (a) A measure of one's physical appearance
- (b) A belief in one's ability to succeed in specific situations
- (c) A sense of overall worth and value as a person
- (d) A temporary feeling influenced by others' opinions

4. What is personality mapping?

- (a) A technique used to predict future behavior accurately
- (b) A method for categorizing individuals into specific personality types
- (c) A process of drawing a detailed portrait of a person's physical features
- (d) A form of psychological manipulation

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5. What is emotional intelligence?
- (a) The ability to suppress emotions in any situation
 - (b) The capacity to manipulate others' emotions for personal gain
 - (c) The skill of recognizing, understanding, and managing one's own emotions and those of others
 - (d) The tendency to react impulsively without considering emotions
6. Which of the following emotions is typically considered a positive emotion?
- (a) Anger
 - (b) Sadness
 - (c) Joy
 - (d) Fear
7. What are critical thinking skills?
- (a) The ability to think creatively and generate new ideas
 - (b) The capacity to memorize and recall information quickly
 - (c) The skill of analyzing, evaluating, and synthesizing information to make reasoned judgments
 - (d) The tendency to accept information without questioning its validity

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8. What is convergent thinking?
- (a) Generating multiple solutions to a problem
 - (b) Narrowing down options to find the single correct answer
 - (c) Exploring various possibilities and outcomes
 - (d) Embracing ambiguity and uncertainty
9. What is an essential aspect of effective oral presentations?
- (a) Reading directly from a script to ensure accuracy
 - (b) Speaking quickly to cover as much content as possible
 - (c) Engaging the audience through eye contact, vocal variety and body language
 - (d) Using complex language and technical jargon to demonstrate expertise

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[P.T.O.]



10. How can individuals demonstrate professionalism in the workplace?

- (a) By arriving late and leaving early
- (b) By gossiping about coworkers and clients
- (c) By respecting others' time and maintaining confidentiality
- (d) By avoiding accountability and blaming others for mistakes

PART B — ($5 \times 5 = 25$ marks)

Answer ALL the questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What is self-identity?

Or

(b) What is self-image?

12. (a) What is high self-esteem?

Or

(b) How does high self-esteem contribute to effectiveness in various aspects of life?

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13. (a) What is the six-phase model of creative thinking?

Or

(b) What does the ICEDIP model stand for?

14. (a) What is the mind?

Or

(b) What is memory?

15. (a) What is assignment writing?

Or

(b) What is nonverbal communication?

PART C — ($5 \times 8 = 40$ marks)

Answer ALL the questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) What is self-confidence and why is it important?

Or

(b) How can individuals conduct a skill analysis to identify their strengths and areas for development?

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17. (a) What are the components of self-esteem, and how do they contribute to an individual's overall sense of self-worth and well-being?

Or

- (b) What are some common methods for measuring self-esteem, and how do they provide insights into individuals' perceptions of themselves?
18. (a) What are some examples of healthy expressions of emotions, and how do they contribute to overall well-being and interpersonal relationships?

Or

- (b) What is emotional intelligence, and how does it contribute to individuals' personal and professional success?
19. (a) How do emotions influence critical thinking processes, and what are some strategies for managing emotions to enhance critical thinking skills?

Or

- (b) What is brainstorming, and how does it contribute to the generation and evaluation of ideas in problem-solving and decision-making processes?

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20. (a) What is the importance of effectively reporting case analysis findings and what are some key components of a comprehensive case analysis report?

Or

- (b) Why is effective reporting of projects important, and what are some key elements of a comprehensive project report?
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