

(7 pages)

Reg. No. :

Code No. : 5664

Sub. Code : WKCSE 31

M.Com. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2024.

Third Semester

Commerce

Skill Enhancement Course — SKILL FOR
MANAGERIAL EXCELLENCE

(For those who joined in July 2023 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (15 × 1 = 15 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is the focus of managerial skills.
 - (a) Technical expertise
 - (b) Interpersonal relationships
 - (c) Decision-making and problem-solving
 - (d) Financial management

2. What is the primary function of technical skills in management?
 - (a) To understand organizational dynamics
 - (b) To apply specialized knowledge
 - (c) To motivate employees
 - (d) To make strategic decisions
3. _____ skill is essential for effective problem-solving in management?
 - (a) Technical skills
 - (b) Human skills
 - (c) Conceptual skills
 - (d) Critical thinking
4. _____ is termed as JOHARI window.
 - (a) A tool for self-reflection and feedback
 - (b) A framework for goal setting
 - (c) A technique for stress management
 - (d) A theory of motivation
5. What is transcendental meditation?
 - (a) A technique for stress management
 - (b) A form of mindfulness
 - (c) A type of self-reflection
 - (d) A philosophy of self-awareness



6. _____ is the first step in setting SMART goals.
- (a) Identify your strengths
 - (b) Set specific goals
 - (c) Develop an action plan
 - (d) Establish a timeline
7. _____ is the primary goal of negotiation skills.
- (a) To win arguments
 - (b) To build relationships
 - (c) To achieve mutually beneficial agreements
 - (d) To avoid conflict
8. Assertive communication characterized by _____
- (a) Aggressive tone
 - (b) Passive language
 - (c) Clear and respectful expression
 - (d) Avoiding conflict
9. Multicultural communication means _____
- (a) communication across different cultures
 - (b) communication within the same culture
 - (c) communication through technology
 - (d) verbal communication only

Page 3 **Code No. : 5664**

10. How are habits formed?
- (a) Through repetition and reinforcement
 - (b) Through learning and practice
 - (c) Through genetics and environment
 - (d) Through motivation and intention
11. _____ is called as Pomodoro technique.
- (a) Working in focused 25-minute increments
 - (b) Prioritizing tasks based on importance
 - (c) Delegating tasks to others
 - (d) Avoiding multitasking
12. _____ technique involves eliminating non-essential tasks.
- (a) Prioritization (b) Delegation
 - (c) Elimination (d) Time blocking
13. Which type of stress is characterized by a sudden, intense response?
- (a) Acute stress (b) Chronic stress
 - (c) Episodic stress (d) None of the above

Page 4 **Code No. : 5664**

[P.T.O]



14. Work-life balance means —————
(a) Separating work and personal life
(b) Integrating work and personal life
(c) Balancing work and personal responsibilities
(d) None of the above
15. What are the stages of stress?
(a) Alarm, resistance, exhaustion
(b) Denial, anger, acceptance
(c) Fear, anxiety, panic
(d) None of the above

PART B — (5 × 4 = 20 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

16. (a) Narrate the key components of managerial skills.

Or
(b) How do technical skills differ from conceptual skills?
17. (a) State the application of SMART principle in goal setting.

Or
(b) Spell out the purpose of Logo therapy.

Page 5 Code No. : 5664

18. (a) Recall the role of social skills in building strong relationships.

Or

- (b) Narrate the benefits of developing assertive skills.
19. (a) What are the key features of habits?

Or
(b) How can we prioritize tasks and manage our time more efficiently?
20. (a) Outline the common sources of stress.

Or

- (b) How can individuals build resilience to better manage stress?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 600 words.

21. (a) Describe the role of technical skills in management.

Or
(b) Summarize the significance of critical thinking in management.

Page 6 Code No. : 5664



22. (a) Explain the purpose and benefits of conducting a SWOT analysis.

Or

- (b) Describe the JOHARI window model and its application in self-awareness.

23. (a) Elucidate the significance of interpersonal relationships in personal and professional life.

Or

- (b) Summarize the ways of enhancing emotional intelligences.

24. (a) Categorize the types of effective time management techniques.

Or

- (b) Describe the benefits and challenges of developing good habits and provide strategies for overcoming common obstacles.

25. (a) Interpret the benefits and applications of meditation in stress management.

Or

- (b) Describe the effective strategies for maintaining a healthy work-life balance.

