

TILAK MAHARASHTRA VIDYAPEETH, PUNE
MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION: DECEMBER - 2024

SEMESTER - II

Sub.: Soft Skills (MBA207)

Date : 30/12/2024

Total Marks : 60

Time: 2.00pm to 4.30pm

- Instructions:** 1) All questions are compulsory.
 2) Figures to the right indicate full marks.

Q. 1. Write Short notes on (Any Three) (15)

1. Mental and physical effects of Stress
2. Overcoming the fear of public speaking
3. Time wasters
4. Soft Skills v/s Hard skills
5. Importance of time management

Q. 2. Answer in detail (Any One) (10)

1. Explain the time management matrix.
2. Suggest ways to deliver an effective presentation.

Q. 3. Answer in detail (Any One) (10)

1. How can one build a positive attitude? Write the steps too build adaptability in one's behavior.
2. How can one maintain positive attitude at workplace?

Q. 4. Answer in detail (Any One) (10)

1. Suggest ways to manage stress for yourself and your staff.
2. Describe the telephone etiquettes to tackle various kinds of callers.

Q. 5. Case study (15)

Sarah, a project manager at a tech company, was assigned to lead a new product development team. Initially, she was confident that her established methods for managing projects would work seamlessly. However, within the first few weeks, she faced multiple challenges: team members had different working styles, tight deadlines, and a rapidly changing market environment. Sarah realized that her original approach was not yielding the expected results. She decided to adjust her strategy, adopt a more flexible leadership style, and encourage open communication with her team. As a result, the team became more cohesive and managed to meet the deadlines with a higher quality of work.

Questions :

1. How did Sarah's attitude impact the outcome of the project?
2. What role did adaptability play in Sarah's success?
3. How did flexibility contribute to Sarah's ability to manage the team effectively?