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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION: MAY - 2025
SEMESTER - II

Sub.: Soft Skills (MBA207)

Date : 23/05/2025

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. Time Wasters
2. Setting Priorities
3. Handling angry customer's or clients on a telephone call
4. Importance of Positive Attitude
5. Effects of Stress

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

1. State and explain the 4 D's in time management.
2. How can you prepare for a presentation to be given the next day?

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

1. Describe the do's and don'ts of Group Discussion.
2. What is meant by Stress Management? Suggest measures to reduce stress for yourself and your staff.

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

1. What are the do's and don'ts of telephone etiquettes?
2. Suggest measures to stay self motivated and the importance of positive self talk.

Q. 5. Case study (15)

Philip is finding that there are less and less hours in the day, the workload is the same but he feels more rushed than ever. He finds himself eating his lunch at his workstation, and feels de-motivated during the last two hours of his shift. He works in a busy office environment with lots of noise and distractions, this he feels has some detrimental impact on his workload, one of his colleagues asks him for help on a regular basis and this is also eating up his time, but he doesn't want to come across as ignorant so is always ready to help. He worries that his inability to complete all his goals will start impacting on the business and his next review, this has caused his stress levels to increase and he starting to struggle to sleep at night.

Questions :

1. Recognize the problem in Philip's case and describe it in detail.
2. State the time wasters in the case and list down some of the time wasters that might arise in a similar situation.
3. What should Philip do to manage his time efficiently and be more productive at his workplace without feeling de-motivated?