

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA-SEMESTER-II-EXAMINATION- SUMMER-2024

Subject Code: 1529508

Date: 15/06/2024

Subject Name: Developing Contributory Skills – II

Time: 10:30 AM TO 12:00 PM

Total Marks: 50

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Use of simple calculators and non-programmable scientific calculators are permitted.

Q.1 Choose the correct answer from the multiple choices. Kindly write the chosen option in the answer book. 14

1. An emotion is a complex psychological state which involves
 - A) One Components
 - B) Two Components
 - C) Three Components
 - D) Four Components
2. Self awareness include _____
 - A) communication
 - B) Integrity
 - C) self confidence
 - D) Innovation
3. The name of Goleman is known for
 - A) Emotional intelligence
 - B) Spiritual intelligence
 - C) Social intelligence
 - D) Theory of intelligence
4. Being able to imagine what emotions a person is likely to be feeling (even when you don't actually know) is called.....
 - A) Sympathy
 - B) Empathy
 - C) Pity
 - D) Self-awareness
5. Ricky is assess as having high emotional intelligence. This means he has:
 - A) Skills and abilities that help him understand people from another cultural heritage
 - B) Skills and abilities that help him process, understand, and regulate his emotions and those of others
 - C) Skills that help them problem solve
 - D) Skills and abilities that help them to acquire language
6. Which one is positive emotion?
 - A) Defensive
 - B) Concerned
 - C) Anger
 - D) Calm

7. Which HAT indicates Judgment Hat?
A) Yellow Hat
B) Red Hat
C) Black Hat
D) White Hat
8. -----means determining the order for dealing with the series of item or tasks according to their relative importance
A) Planner
B) Prioritize
C) Schedule
D) Task
9. One of the following things is not a scheduling method
A) Diary
B) To do list
C) Time table
D) Social media
10. Failing to manage your time can lead to some consequences, like...
A) Less stress
B) Greater productivity and efficiency
C) Missed deadlines
D) A better professional reputation
11. 'Competent Manager' is which level of leadership Level?
A) Level 5
B) Level 2
C) Level 3
D) Level 4
12. In SMART goal "M" stands for
A) Management
B) Measurable
C) Movable
D) Markable
13. _____ are the approaches to the study of leadership which emphasize the personality of the leader.
A) Trait theories
B) Contingency theories
C) Group theories
D) Inspirational theories
14. _____consists of a series of properly sequenced role experience leading to an increasing level of responsibility,
A) Leadership Planning
B) Human Planning
C) Budget Planning
D) Career Planning

Q.2 Answer the following questions in brief.

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1. Explain the five components of emotional intelligence.
2. Briefly explain any five positive and negative emotions

3. What is Lateral Thinking?
4. Describe the Eisenhower “Urgent/important” matrix.
5. What is the difference between lateral thinking and logical thinking?
6. What is Level 5 leadership?
7. Explain the different leadership styles.
8. What is career planning?

Q.3 Draw and discuss The Action Priority Matrix. **10**

OR

Q.3 Explain in detail the concept of 6 thinking hats **10**

Q.4 **Case Study**

Sandhya, a manager at a technology company, has been facing challenges in leading her team effectively. Her team members often feel undervalued and disengaged, leading to low morale and a lack of motivation. Sarah's manager, Jay, has noticed these issues and believes that improving her emotional intelligence could help her better lead her team.

Jay arranges for Sandhya to attend an emotional intelligence training program, which focuses on self-awareness, empathy, and self-management. Throughout the training, Sandhya learns to recognize her own emotions and how they impact her behavior, as well as how to empathize with her team members and manage her emotions effectively.

After completing the training, Sandhya begins implementing the skills she has learned. She starts by being more self-aware of her emotions and how they affect her interactions with her team. She also works on empathizing with her team members, trying to understand their perspectives and concerns. As a result, Sandhya notices a significant improvement in her relationships with her team members, as well as an increase in overall team morale and motivation.

- (a) How did Sandhya's emotional intelligence improve throughout the case study? **05**
- (b) How did Sandhya's newfound emotional intelligence impact her leadership style and the overall performance of her team? **05**

OR

- (a) What challenges did Sandhya face in implementing her new emotional intelligence skills, and how did she overcome them? **05**
- (b) How can organizations support the development of emotional intelligence in their leaders? **05**
