

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

Subject Code: 4529208

Date: 21/01/2025

Subject Name: Developing Contributory Skills – II

Time: 02:30 PM TO 04:00 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 Answer the following multiple-choice questions.

(14)

1. Most of your belief is based on
 - (a) Formal Education
 - (b) Needs and Desires
 - (c) Family Values
 - (d) Previous experience
2. An emotion is a complex psychological state which involves
 - (a) Five Components
 - (b) Two Components
 - (c) Three Components
 - (d) Four Components
3. Self-awareness include_____.
 - (a) communication
 - (b) Innovation
 - (c) Integrity
 - (d) self confidence
4. What is emotional intelligence?
 - (a) The ability to not get angry when provoked
 - (b) Being able to 'read' other people
 - (c) Being able to 'Listen' other people
 - (d) The ability to monitor one's and other's feelings and one's thinking and actions
5. What is not a self-management technique?
 - (a) Meditating
 - (b) Reading
 - (c) Visualization
 - (d) Negotiation
6. Your boss made a bad decision. Do you advise your boss, or just do what you are told?
 - (a) Resign, find another job

- (b) Advise your boss
- (c) Just do what you are told
- (d) Ignore your boss

7. Which of the following is the best predictor of academic performance?

- (a) IQ
- (b) Percentage
- (c) Trait EI
- (d) Personality

8. A teacher who practices good mix of creative experience with other approaches encourages children to go for ----- thinking.

- (a) Short term
- (b) Divergent
- (c) Minimal
- (d) Convergent

9. One need to have ----- to spend the time effectively

- (a) Smart Goal
- (b) Long term goal
- (c) Short term goal
- (d) Goal

10. What does “Black Hat” describes?

- (a) A better professional reputation
- (b) Positivity
- (c) Judgement
- (d) Feelings

11. Which of them is tool of thinking

- (a) Mind Mapping
- (b) Cognitive research tool
- (c) Concepts
- (d) all of them.

12. Which one is positive emotion?

- (a) Anger
- (b) Concerned
- (c) Calm
- (d) Defensive

13. _____ means putting yourself in the same situation as someone else

- (a) Social Skill
- (b) Self-Motivation
- (c) Self-Regulation
- (d) Empathy

14. It is good to be creative in your planning but....

- (a) Do not break the traditions

- (b) Focus on your objectives
- (c) You must execute the details personally so that they will be what you want
- (d) Focus on your target

Q.2 Short Questions

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1. Explain components of EI
2. Write the various steps in Career Planning Process.
3. What is Lateral Thinking?
4. Explain any two-leadership style.
5. Which are the 5 levels of transition?
6. Explain SMART goals and Objectives.
7. Write down any five positive and negative emotions respectively.
8. What can be done for self-regulation?

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

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OR

Q.3 In a 1954 speech to the Second Assembly of the World Council of Churches, former U.S. President Dwight D. Eisenhower, who was quoting Dr J. Roscoe Miller, president of Northwestern University, said: "I have two kinds of problems: the urgent and the important. The urgent are not important, and the important are never urgent." Justify the above statement with the Eisenhower Principle.

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Q.4 Solve following cases:

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Emotional Intelligence (EI) is crucial for effective leadership. It involves recognizing, understanding, and managing emotions, both in oneself and others. Let's explore how EI impacts Mark Thompson, a senior executive, as he navigates a major organizational change.

Mark is leading his team through a significant restructuring. The changes include layoffs, departmental shifts, and new technology adoption. While Mark is skilled technically and strategically, he struggles with the emotional aspects of the process. His team feels fearful, uncertain, and resistant, leading to low morale and productivity.

Q.4 a. How does Mark's lack of emotional intelligence affect his leadership during the organizational change?

Q.4 b. What specific emotional intelligence skills does Mark need to develop to address his team's emotional challenges?

OR

Q.4 a. How can Mark improve his emotional intelligence to better manage the emotional dynamics of the change?

Q.4 b. What are the broader implications of emotional intelligence for leadership in organizations?
