

Enrollment No./Seat No.:

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA - SEMESTER - II EXAMINATION - WINTER 2025

Subject Code: 4529208

Date: 27-01-2026

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.**

Marks

Q.1 ALL 14 Questions are Compulsory.

14

- (1)** Emotional Intelligence (EI) was first introduced by:
 - (a) Daniel Goleman
 - (b) Howard Gardner
 - (c) Peter Salovey
 - (d) Edward de Bono
- (2)** The ability to recognize one's own emotions is called:
 - (a) Empathy
 - (b) Motivation
 - (c) Self-awareness
 - (d) Self-regulation
- (3)** The "Eisenhower Matrix" is used for:
 - (a) Emotional balance
 - (b) Leadership building
 - (c) Time management
 - (d) Communication
- (4)** The "Action Priority Matrix" helps managers:
 - (a) Control emotions
 - (b) Evaluate team members
 - (c) Motivate employees
 - (d) Prioritize tasks
- (5)** Which of the following is not a component of Emotional Intelligence?
 - (a) Self-awareness
 - (b) Creativity
 - (c) Motivation
 - (d) Social skills

- (6)** Lateral thinking was coined by:
- (a) Edward de Bono
 - (b) Stephen Covey
 - (c) Jim Collins
 - (d) Daniel Goleman
- (7)** The six thinking hats model is useful in:
- (a) Delegation
 - (b) Problem-solving
 - (c) Conflict avoidance
 - (d) Leadership hierarchy
- (8)** The Blue Hat in Six Thinking Hats represents:
- (a) Emotions
 - (b) Control and organization
 - (c) Caution
 - (d) Creativity
- (9)** A Level 5 leader is characterized by:
- (a) Arrogance and confidence
 - (b) Humility and willpower
 - (c) Aggression
 - (d) Fear of failure
- (10)** Career planning starts with:
- (a) Setting short-term goals
 - (b) Self-assessment
 - (c) Applying for jobs
 - (d) Time management
- (11)** Empathy is best described as:
- (a) Logical reasoning
 - (b) Positive attitude
 - (c) Understanding others' feelings
 - (d) Task completion
- (12)** Urgent but not important tasks should be:
- (a) Done immediately
 - (b) Delegated
 - (c) Ignored
 - (d) Scheduled
- (13)** Self-regulation mainly helps in:
- (a) Managing impulses
 - (b) Building teams
 - (c) Scheduling tasks
 - (d) Gaining power

(14) Which of the following is not a lateral thinking technique?

- (a) Random entry
- (b) Provocation
- (c) Mind mapping
- (d) Vertical analysis

Q.2 Short Questions

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- (1)** Explain SMART goals and objective.
- (2)** What are the personal competencies of EI?
- (3)** Explain the “Urgent–Important” matrix.
- (4)** Write any two applications of lateral thinking.
- (5)** What is the significance of Level 5 leadership?
- (6)** Define empathy and explain its importance in management.
- (7)** What are the steps in career planning?
- (8)** List any two ways to develop self-regulation.

Q.3 Define Emotional Intelligence. Identify the component of Emotional Intelligence reflected in each of the following workplace situations. Explain briefly.

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- 1. You receive negative feedback from your boss. How will you manage your emotions in this situation?
- 2. Your team misses a project deadline. What steps will you take to stay motivated and encourage your team?
- 3. A colleague is upset due to personal issues. How will you respond to them?
- 4. You feel angry during a meeting because your ideas are not being heard. How will you control your reaction?
- 5. You are leading a new team of diverse people. What will you do to build good relationships with them?

OR

Discuss the concept and process of “Six Thinking Hats” as suggested by Edward de Bono. Give practical illustrations of each hat in management decision-making.

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Q.4 Riya recently joined an IT company as a team leader. Her team consists of people from diverse backgrounds and age groups. During her first project, conflicts arose due to communication gaps, missed deadlines, and emotional stress among team members. Instead of blaming anyone, Riya organized a meeting, listened patiently to everyone’s concerns, and encouraged her team to express ideas freely. She implemented the “Action Priority Matrix” to allocate tasks and used positive motivation techniques to boost morale. Within a few weeks, the team delivered excellent results and improved collaboration.

- (a)** Identify the Emotional Intelligence components Riya demonstrated.
- (b)** How did Riya’s approach reflect good time management and leadership skills?

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OR

- (a)** Suggest two lateral thinking techniques Riya could use to further improve problem-solving in her team. **5**
- (b)** Explain how empathy played a role in resolving the team's conflicts and improving performance. **5**
