

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MBA– SEMESTER –II-EXAMINATION – WINTER-2023**

**Subject Code:4529208****Date: 11-01-2024****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 Multiple Choice Questions.****14**

- (1) Which of the following social skills or competencies of Emotional Intelligence involves the ability to communicate effectively with others?  
(a) Empathy (b) Self-awareness  
(c) Social skills (d) Motivation
- (2) What is empathy in the context of Emotional Intelligence?  
(a) The ability to express emotions effectively (b) The ability to control one's emotions and impulses  
(c) The ability to understand and manage other people's emotions (d) The ability to ignore emotions
- (3) Which of the following personal skills or competencies of EI involves the ability to regulate one's own emotions?  
(a) Self-awareness (b) Empathy  
(c) Motivation (d) Self-regulation
- (4) What is a positive mindset in the context of Emotional Intelligence?  
(a) The ability to understand and manage other people's emotions effectively (b) The ability to express emotions effectively  
(c) The ability to control one's emotions and impulses (d) The ability to focus on positive outcomes and opportunities
- (5) Which of the following is an example of self-regulation in the context of Emotional Intelligence?  
(a) Taking a deep breath and counting to ten before responding to a difficult email (b) Laughing at a coworker's mistake in a meeting  
(c) Reacting emotionally to constructive criticism (d) Ignoring a coworker's negative comment about your work
- (6) Which of the following personal skills or competencies of Emotional Intelligence involves the ability to identify and understand one's own emotions?  
(a) Self-awareness (b) Empathy  
(c) Motivation (d) Self-regulation
- (7) Which of the following is a key principle of personal efficiency through time management?  
(a) Doing urgent tasks first (b) Doing important tasks first  
(c) Doing tasks randomly (d) Doing tasks as they come up

- (8) Which of the following is a tool used in time management to prioritize tasks based on their urgency and importance?
- (a) To-do list (b) Action Priority matrix  
(c) Wish list (d) None of the above
- (9) What is the concept of the 6 thinking hats in lateral thinking?
- (a) A tool for group discussion (b) A tool for prioritizing tasks  
(c) A tool for wish list creation (d) A tool for time management
- (10) What is the purpose of learning group discussion skills in the context of personal competency through lateral thinking?
- (a) To improve communication skills (b) To improve collaboration and teamwork  
(c) To improve problem-solving skills (d) All of the above
- (11) What is the final step to becoming a Level 5 Leader?
- (a) Building a strong team (b) Developing a strong culture  
(c) Achieving sustained success (d) All of the above
- (12) What is the Level 5 Leadership model?
- (a) A model that identifies five levels of leadership based on experience (b) A model that identifies five levels of leadership based on personality traits  
(c) A model that identifies five levels of leadership based on skills and abilities (d) A model that identifies five levels of leadership based on a combination of personal humility and professional will
- (13) What is the second step in preparing a career plan?
- (a) Identifying career opportunities (b) Assessing skills and interests  
(c) Setting career goals (d) Developing strategies to achieve career goals
- (14) What is the final step in preparing a career plan?
- (a) Identifying career opportunities (b) Assessing skills and interests  
(c) Setting career goals (d) Developing strategies to achieve career goals

**Q.2 Short Questions**

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1. How can self-awareness help improve Emotional Intelligence?
2. What role does motivation play in Emotional Intelligence?
3. How does the Action Priority matrix differ from the Urgent/Important matrix in managing time?
4. What is lateral thinking?
5. What are some applications of lateral thinking?
6. What are the key characteristics of a Level 5 Leader?
7. What are some key components of a career plan?
8. What is career planning and why is it important?

- Q.3** Evaluate the effectiveness of using a wish list in personal efficiency through time management. **10**

**OR**

**Q.3** Develop a plan for using lateral thinking to solve a real-life problem or make a decision, incorporating the six thinking hats and identifying potential obstacles and strategies for overcoming them. **10**

**Q.4** **Case Study: Tech Solutions and the Importance of Emotional Intelligence**

TechSolutions is a growing software development company that has seen rapid expansion in recent years. However, as the company has grown, so have the challenges of managing a large and diverse team of employees.

At a recent management meeting, the CEO of TechSolutions, John, expressed concern about the high turnover rate among employees. He noted that many employees were leaving the company due to a lack of engagement and a feeling of disconnect from the company's mission and values.

The management team decided to address this issue by implementing emotional intelligence training for all employees, starting with the leadership team.

**The emotional intelligence training focused on the following key areas:**

- Self-awareness: Understanding one's own emotions, strengths, and weaknesses.
- Self-regulation: Managing one's own emotions and behaviors in a constructive manner.
- Social awareness: Understanding the emotions and needs of others, including coworkers, clients, and other stakeholders.
- Relationship Management: Building and maintaining positive relationships with others, including coworkers, clients, and other stakeholders.

The management team worked with a consultant to design a training program that would help employees develop these key emotional intelligence skills. The program included interactive exercises, group discussions, and one-on-one coaching sessions.

Over the course of several months, the emotional intelligence training had a significant impact on the company's culture and employee engagement. Employees reported feeling more connected to the company's mission and values and were more motivated to work together to achieve common goals.

In addition, the emotional intelligence training helped to improve communication and collaboration among team members. Employees were better able to understand and respect each other's perspectives and were more willing to work together to find creative solutions to challenges.

The impact of the emotional intelligence training was also felt by TechSolutions' clients. The company's client satisfaction ratings increased significantly, as employees became better able to understand and respond to clients' needs and concerns.

- (a) Evaluate the effectiveness of the emotional intelligence training program at TechSolutions, including an analysis of the key areas of focus and their impact on employee performance. **05**
- (b) Analyze the impact of the emotional intelligence training program on TechSolutions' culture and employee engagement, and assess the long- **05**

term benefits of the program for the company.

**OR**

- Q.4** (a) Synthesize the ways in which the emotional intelligence training program at TechSolutions improved communication and collaboration among team members and evaluate the role of emotional intelligence in fostering a more productive and collaborative work environment. **05**
- (b) Draw conclusions on the importance of emotional intelligence for building strong client relationships and driving business success. **05**

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