

KarunyaUniversity
(Declared as deemed to be university under Sec. 3 of the UGC Act, 1956)

Model Question Paper
09MS209 Managerial Skills

Answer all questions

Time: 3 Hours

Part – A (10X1 = 10 marks)

1. What do you mean by creativity?
2. Differentiate: creativity and innovation.
3. What do you mean by corporate governance?
4. Give example for E-governance
5. What is conflict in an organization?
6. Write few advantages of Team work?
7. What are the etiquettes to be followed in a Group Discussion?
8. What is an interview?
9. What do you mean by corporate dressing?
10. What is an agenda in a meeting?

Part – B (5X3 =15 marks)

11. What are the steps in creative problem solving?
12. How does Governance work?
13. What are the sources and levels of conflict?
14. What are the different types of interviews?
15. Give some tips to organize effective meetings

Part – C (5X15 = 75 marks)

16. a) Describe mental ability and creativity (7)
b) What do you mean by convergent and divergent thinking? (8)
Or
17. a) What are the barriers to creativity? (8)
b) How to improve creativity? (7)
18. What are the different types of Governance? Explain the elements of effective governance
Or
19. Give a case study of a successful implementation of e-governance..
20. a) Differentiate groups and teams. (5)
b) What are the different stages of team formation? Explain. (10)
Or
21. a). What are the effects of conflict? (5)
b) Describe a note on conflict avoidance strategies in organizations. (10)
22. a) What is a group discussion? What are the qualities gauged in a group discussion? (5)
b) How will you prepare for a successful outcome in a personal interview? (10)
Or
23. a) What is the importance of etiquettes in a work place? (8)
b) How to start a Group discussion? (7)
24. Write about dressing and Grooming for Men and Women. (15)
Or
25. How will you maintain a good relationship with your Subordinates, Peers and Boss? (15)