

**MASTER OF BUSINESS ADMINISTRATION
(RETAIL SERVICES)
(MBARS)**

Term-End Examination

June, 2015

00231

**MRS-023 : SOFT SKILLS (INTERPERSONAL
RELATIONS AND PRESENTATIONS)**

Time : 3 hours

Maximum Marks : 100

*Note : Attempt any **five** questions. All questions carry
equal marks.*

1. Distinguish between formal and informal styles
of communication with appropriate examples. 20
2. How important are monetary incentives for work
motivation? 20
3. Discuss the role of communication in the making
of a leader. 20
4. Why is it necessary to evolve strategies of stress
management? 20

5. It is important to be on good terms only with our superiors. Do you agree ? Give reasons for your answer. 20
 6. What part do business ethics play in the success of an individual or a company ? 20
 7. How can one balance a busy career schedule with self-development ? 20
 8. You are the manager of a company that has experienced some recent setbacks. Prepare a five-minute speech (about 20 lines) to motivate the staff. 20
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