

KAMARAJ COLLEGE (Autonomous)

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(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)

(3 Pages)

Reg. No:.....

Question Code: 26E00717

Course Code: 24PSC031

PG Degree - End Semester Examinations, April 2026

Third Semester

M.COM

Skills for Managerial Excellence

(For those who joined in July 2024 onwards)

Time : 3Hours

Maximum : 75 Marks

PART - A (10 × 1 = 10 Marks)

Answer ALL Questions

Choose the correct answer :

- CO:1
K:1
1. _____ involves diagnosing the issue, generating solutions, evaluating options and implementing the best course of action.
- (a) Problem-solving (b) Leadership Skills
(c) Communication Skills (d) Conceptual Skills
- CO:1
K:1
2. This skill refers to the ability to adjust to new conditions, environments or challenges.
- (a) Communication Skills (b) Self-Management
(c) Adaptability (d) Emotional Intelligence
- CO:2
K:1
3. The "Blind Spot" in the Johari Window refers to:
- (a) Things known to self but hidden from others (b) Things unknown to self but known to others
(c) Things unknown to both self and others (d) Known strengths and weaknesses
- CO:2
K:2
4. The main objective of a SWOT analysis is to
- (a) Compare with competitors directly (b) Replace the Johari Window
(c) Only focus on financial performance (d) Evaluate internal and external factors to inform strategy
- CO:3
K:1
5. Which of the following is an example of active listening?
- (a) Interrupting the speaker (b) Nodding and paraphrasing
(c) Giving unsolicited advice (d) Ignoring the speaker

- CO:3 6. Emotional intelligence can be studied through _____
K:2 (a) The abilities-focused approach (b) The integrative model approach
(c) The mixed model approach (d) All of the above
- CO:4 7. In the habit loop, what is "Cue"?
K:1 (a) The positive outcome or satisfaction (b) The behavior or action taken
(c) The trigger that initiates the habit (d) The conscious thought before an action
- CO:4 8. Which is an example of a time-wasting activity?
K:2 (a) Taking breaks between tasks (b) Checking emails at designated times
(c) Attending unnecessary meetings (d) Prioritising important tasks
- CO:5 9. What can employers do to promote work-life balance?
K:1 (a) Encourage overtime (b) Limit vacation days
(c) Discourage remote work (d) Offer flexible working hours
- CO:5 10. Acting impulsively, abusing drugs and alcohol, and changes in
K:1 appetite indicate that stress is _____ affecting our behavior.
(a) Benefiting (b) Adversely
(c) Positively (d) All the above

PART - B (5 X 5 = 25 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 250 words.

- CO:1 11. (a) Describe how technical skills differ from soft skills.

K:3 **(OR)**

- (b) List the key competencies required for a manager.

- CO:2 12. (a) Clarify the techniques used in Logotherapy.

K:3 **(OR)**

- (b) Explicate the SMART principle of goal setting.

- CO:3 13. (a) Define the emotional intelligence, and explain its
K:4 importance.

(OR)

(b) Clarify the components and aspects of social skills.

CO:4 14. (a) Determine the features of habits.

K:3 **(OR)**

(b) Explain the steps of the Time Blocking time management model.

CO:5 15. (a) Analyze the steps involved in implementing a stress management plan.

K:4

(OR)

(b) Analyze the strategies for achieving Work-Life Balance.

PART - C (5 X 8 = 40 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 600 words.

CO:1 16. (a) Evaluate methods for developing essential critical thinking skills.

K:5

(OR)

(b) Justify the role of human and technical skills in managerial decision-making.

CO:2 17. (a) Explain how the model is often depicted as a four-paneled grid.

K:5

(OR)

(b) Explain the different types of self-concept.

CO:3 18. (a) Evaluate effective ways to enhance emotional intelligence.

K:5

(OR)

(b) Describe the Importance of Assertive Skills.

CO:4 19. (a) Discuss the ways to Develop Good Habits.

K:6

(OR)

(b) Describe the effective time management techniques.

CO:5 20. (a) Explain the different types of stress.

K:6

(OR)

(b) Discuss the Barriers to Work-Life-Balance.