

**Dr. Babasaheb Ambedkar Open University**  
**Term End Examination July - 2016**

<b>Course</b>	<b>:</b>	<b>BBA/DBA</b>	<b>Numeric Code:</b>	<b>104</b>
<b>Subject Code</b>	<b>:</b>	<b>104</b>	<b>Max. Marks :</b>	<b>70</b>
<b>Subject Name</b>	<b>:</b>	<b>Fundamentals of Human Skills</b>		
<b>Duration</b>	<b>:</b>			
<b>Date</b>	<b>:</b>	<b>Time :</b>		

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**Section A**

**Answer the following (any three) (30)**

1. Discuss the various determinants of personality. Explain its significance for the HR professionals.
2. Explain the role of values, beliefs and attitudes in influencing the communication process
3. Explain the process of Coaching. Will you follow the same process or some other strategy? Why or why not?
4. Explain the difference between boss and coach.
5. What are the causes of conflict? Discuss the steps in managing conflict.

**Section B**

**Answer the following (any four) (20)**

1. What are the different types of capabilities required in an organization? \
2. Explain the four stages of group formation.
3. Discuss the types of misuse of power in teams.
4. Differentiate between traits and behaviors.
5. Describe the importance of receiving feedback.
6. Explain Change Management.

**Section C**

**A. MCQ (2x5)**

**(10)**

1. \_\_\_\_\_ abilities are related to manual or physical skills.
  - a. Cognitive
  - b. Psychomotor
  - c. Affective
  - d. None of these.

2. Individuals must conduct a \_\_\_\_\_ analysis of their capabilities to know the strengths and weaknesses.

- a. PERT
- b. SOWT
- c. SWOT
- d. SWTO

3. \_\_\_\_\_ behavior is quite predictable in many instances.

- a. Animal
- b. Human
- c. Group
- d. Organizational

4. Non-verbal communication is also known as \_\_\_\_\_.

- a. Kinetic
- b. Kinesics
- c. Oral communication
- d. Decoding

5. \_\_\_\_\_ reflect a person's sense of right and wrong or what "ought" to be.

- a. Beliefs
- b. Values
- c. Thoughts
- d. Culture

**B. Do as Directed (2x5)**

**(10)**

1. Name any two managerial capabilities.
  2. Give any three types of barriers to communication.
  3. Write various types of Non verbal communication.
  4. Which are the four stages in the coaching process?
  5. Give the basic types of motivation.
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