

Dr. Babasaheb Ambedkar Open University

Term End Examination July-2016

Course : BBA (OLD)

Subject Code : BBA (OLD) – 201

Total Marks : 70

Subject : Fundamentals of Human Skills

Duration : 03 hours

Date :

Time :

Section A

Answer the following questions: (any Three) (30)

1. What are the objectives of OD?
2. Explain human behavior and its characteristics.
3. Explain group norms and emotions.
4. Discuss the behavioural approaches to leadership.
5. Maslow's hierarchy of needs.

Section B

Answer the following (any Four) (20)

1. Conflict Management.
2. Reasons for change resistance.
3. Importance of emotional intelligence.
4. Positive reinforcement.
5. Write a note on forming teams.
6. Johari Window.

Section C

[A] Multiple Choice Questions (10)

1. Johari Windows has _____ regions.
(A) 1 (B) 2 (C) 3 (D) 4
2. There are _____ levels of coaching.
(A) 1 (B) 2 (C) 3 (D) 4
3. EI or EQ is a blanket term to describe a broad collection of inter-and intra_____skills.
(A) Personal (B) Male (C) Female (D) Group
4. There are _____ steps for managing conflict.
(A) 3 (B) 6 (C) 7 (D) 8
5. Herzberg proposed the _____ theory.
(A) Need hierarchy (B) Leadership
(C) Motivation-Hygiene (D) EI or EQ

[B] True or False.(attempt all) (10)

1. Behavioural approaches to leadership showed that task-oriented and people-oriented behaviours are two key aspects of leadership. [True/False]
2. Building and leading an organizational culture around a successful team concept is considered a critical leadership competency. [True/False]
3. A one of the difference between a coach and boss is, boss asks a lot. [True/False]
4. EI or EQ is the ability to identify, assess and control the emotions of others. [True/False]
5. The change process could also be considered as a problem solving situation. [True/False]