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II Semester M.B.A. (Day & Evening) Degree Examination, November/December-2025

MANAGEMENT

Employability Skill Development - II

(CBCS Scheme 2019 Onwards)

Paper : 2.7

Time : 3 Hours **Maximum Marks : 70**

SECTION - A

Answer any Five questions from the following. Each question carries 5 marks. **(5×5=25)**

1. What is Skimming? State the Skimming skill that can help you to read a passage quickly to get its main idea.
2. What is clipart in MS-Word? Explain its uses and steps to insert it in a document.
3. What is Business etiquette? Explain good and bad business etiquettes.
4. What are the different stages of a typical interview process and explain why understanding the interview process is important for candidates?
5. Explain the Steps in process of personal branding.
6. Give the meaning of Conflict management. Explain the types of conflict management.
7. Explain the Key components of image management.

SECTION - B

Answer any Three questions from the following. Each question carries 10 marks. **(3×10=30)**

8. Briefly explain how reading, writing, speaking, and listening are interrelated skills essential for overall communication competence.
9. Suppose you are asked to deliver a short business presentation to senior management. Describe the **step-by-step process** you would follow from planning to final delivery, including PowerPoint preparation.
10. Evaluate how effective listening, confidence, and presentation skills can transform a regular interview into a successful one.
11. Explain how problem-solving, decision-making , and adaptability enhance an individual's life skill.

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SECTION - C

12. (Compulsory) : Case Study **(1×15=15)**

Riya Sharma, a recent MBA graduate, has been shortlisted for an interview with a leading multinational company for the role of Management Trainee. She knows this opportunity could shape her career, so she decides to prepare thoroughly.

A week before the interview, Riya begins her **groundwork** by researching the company's history, mission, products, and current market position. She studies the job description carefully to understand the required skills and competencies. She also connects with alumni from her college who work at the company to gain insights into its work culture and interview pattern.

To improve her performance, Riya practices **mock interviews** with her friends and mentors. During these sessions, she receives feedback on her responses, tone, and confidence level. She also works on her **body language**, maintaining proper eye contact, sitting upright, and using positive gestures to express attentiveness.

On the day of the interview, Riya pays special attention to **power dressing** - choosing a well-fitted formal suit in neutral colors, polished shoes, and minimal accessories to create a professional impression. During the interview, she greets the panel with a smile, listens carefully to questions, and answers concisely with real-life examples. She stays calm under pressure, even when faced with challenging situational questions.

After the interview, Riya reflects on her performance, noting what went well and what could be improved for future opportunities. Her preparation and confidence help her make a lasting impression - and she ultimately receives a job offer from the company.

a) Identify the key steps Riya took as part of her groundwork before the interview. How did they contribute to her success?

b) Explain how mock interviews and body language play a role in improving interview performance.

c) Discuss the importance of power dressing in creating a professional image during an interview.

d) If you were in Riya's position, what additional strategies would you adopt to enhance your interview readiness and post-interview reflection?