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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION : JUNE - 2022
SEMESTER - IV
Sub. : Leadership Skills and Team Building   (BBA1-416, BBA15-416B)

Date : 20 /06/2022   **Total Marks : 60**   **Time: 2.00pm to 4.30pm**

Instructions: 1) All questions are compulsory.
2) Figures to the right indicate full marks.

Q. 1.   **Choose the most appropriate option.**   **(05)**

1. If a team member is not cooperative in project execution, a leader should……..
    a) Scold him openly

    b) Give him some goodies so that he will be motivated to work

    c) Talk to him, council him, and understand his problem for him being non-supportive.

    d) All of the above

2. A leader must……………
    a) Always lead with an objective in mind

    b) Remove those who do not follow his ideas

    c) Always make a decision that is popular to his followers

    d) All of the above

3. …………..leaders use negative reinforcement and punishment to enforce the rules.
    a) Democratic

    b) Autocratic

    c) Creative

    d) All of the above

4. Team diversity is important because_____
    a) Team can bring diverse solutions

    b) Creativity and innovation can be observed in the team.

    c) Team can generate competitive advantage

    d) All of the above

5. ………. is the first step of stages of team development.
    a) Performing

    b) Forming

    c) Time

    d) None of the above

Q. 2.   **State True / False**   **(05)**

1. One of the biggest challenges posed by virtual teams is miscommunication.
    a) True   b) False

2. Leaders listen attentively, speak candidly, and treat others respectfully
    a) True   b) False

3. Self-actualization is at the bottom of the Maslow hierarchy of needs
    a) True   b) False

4. Concentration on a particular subject or activity is referred to as gender diversity.
    a) True   b) False

5. Team formation should always be based on gender, culture, the language of participants.
    a) True   b) False

Q. 3. **Write Short notes on (Any Three)**   **(15)**

1. Delphi Technique
2. Trait Theory
3. Importance of ethics in decision making
4. Team creativity
5. Autocratic Leader

Q. 4. **Answer in detail (Any Two)**   **(20)**

1. What is groupthink? How to avoid groupthink to make quality team decisions?
2. State the importance and challenges of the decision-making process.
3. State any five leadership skills to manage a team. Why is communication important in team bonding?

Q. 5. **Case study (Any One)**   **(15)**

1. Accenture's entire theory of leadership is predicated on authenticity and the teachings of Dr. Noel Tichy, that the best leaders are authentic leaders. Tichy suggests that in order to lead, we must know ourselves, our story and our teachable points of view, and have the courage to find our voices and share them.

   In order for employees to be authentic and bring their whole selves to the workplace, and to have the courage to use their unique voices and experiences, enterprises must focus on inclusion and equality, not just diversity. They must also foster and reward those who are innovative and seek to improve big things and little things, internally and externally. The key to innovation is inclusion. As market influences shift and competition increases, the key to a company's resilience and innovative thinking can be found in a culture of equality, in which all people feel empowered and invested.

   The more empowering the workplace environment, the more innovative and productive your team will be. As a leader, be sure you are opening up room at the table, both literally and figuratively, for everyone on your team and empowering them to speak up and lead themselves.

   A leadership program by Accenture expresses that A rising tide lifts all boats, and as a leader, the more you support your team, the more you encourage collaboration. The more you bring others along in your own success, the more successful you and your organization will be. Put your people first; find ways to celebrate the success of those around you, and as you grow in your career, bring others along. Invest the time and energy to unlock the full potential of your people, and you will likely generate impressive results. As you have probably been blessed with mentors and sponsors—and heroes and she-roes—throughout your career, take the time to be a mentor or a sponsor yourself.

   1. Explain the leadership characteristics expressed by Accenture's leadership program.

   2. According to you, what are the qualities of a good leader.

   3. What do you think? Leaders are born or made?
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2. The style of leadership that Starbucks has is the reason behind the achievement of this chain store. With Starbucks having the name synonymous with coffee, loyal patrons visit the store at least eighteen times a month. Likewise, it has a very low turnover rate for employees that reaches up to 250 percent below the average based on industry standards. However, most people don't have any idea how the management acquired this recipe for success. To shed light on this secret, here are surefire principles applied by this company to get started.

   The focus of Starbucks partners is on customer service. Yes – employees are also the partners to this chain store. They foster an ownership sense that is applicable to all employee ranks from the top down to the lowest. This has encouraged the employees to dedicate their work and responsibility so that they can have a share of the success of the company.

   Retail businesses, particularly coffee shops, should focus on everything. For this matter, they are required to maintain and observe a perfect process. Order is also a huge concern for everyone so that they can achieve excellence in their business process. Such will include cleanliness, customer service, diversity of products, and seat designs.

   The effort applied by Starbucks employees is the creation of actions that can wow the customers. In this way, they enable their customers to get impressed through a series of actions that is out of the ordinary. For instance, they can open a store earlier than its regular time if there is already a queue of customers waiting outside.

   1. Explain the leadership qualities behind the achievement of Starbucks.

   2. How employees are responsible for a success of organization?

   3. Suggest any three POOR Qualities of a leader

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