

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION : DECEMBER - 2022
SEMESTER - IV

Sub. : Leadership Skills and Team Building (BBA15-416)

Date : 31/12/2022

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. Brainstorming as a problem-solving and decision-making technique
 - a) Involves everyone
 - b) Encourages communication
 - c) Focuses the mind
 - d) All of the above
2. Teams occur when a number of people have _____ and recognize that their personal success is dependent on the success of others.
 - a) A shared work environment
 - b) The same manager
 - c) A common goal
 - d) Similar jobs
3. Groups which are formed as the consequence of organisational structure and work division are known as:
 - a) informal groups
 - b) operational groups
 - c) target groups
 - d) formal groups
4. Which of the following is not a characteristic of a successful team in an organization?
 - a) Appropriate Leadership
 - b) Balanced Participation
 - d) Cohesiveness
 - d) Mutual enmity
5. Which of the following is not a kind of leadership skill required for effective leadership?
 - a) Vision
 - b) Empowerment
 - c) Intuition
 - d) Threat

Q. 2. State True / False (05)

1. The vision of a leader is crucial during times when the customer needs change.
 - a) True
 - b) False
2. Decision making helps in smooth functioning of the business.
 - a) True
 - b) False
3. Leaders empower employees to take ownership of problems or opportunities and to be pro-active.
 - a) True
 - b) False
4. The transmission of thoughts from one person to another is called controlling.
 - a) True
 - b) False
5. Selecting a best course of action among the alternatives is called as planning.
 - a) True
 - b) False

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

1. Challenges of decision making
2. Conflict management
3. Stages of team development
4. Virtual teams
5. Steps in decision making process

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

1. Discuss the various factors promoting or inhibiting effective teamwork.
2. What is the importance of Ethics and Values in Reaching Decisions?
3. Why and what is the appropriate Team composition and diversity required for an organization?

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

1. In the year 2005, a luxurious Hotel in London advertised incorrect tariff rates for £35, as against £350. When the hotel received a large number of online bookings at this rate, they realized that the advertisement was incorrect. The initial reaction of the hotel's management was to insist that customers cancel their reservations and book at the correct rate. But the situation was about to lead to a public relations crisis. As a result, the management agreed to book the rooms at the advertised price for a maximum of three nights, thereby limiting the damage to the hotel's bottom line as well as its reputation.

Questions:

- a) What could have been the best decision by the management in such a case?
- b) Which leadership style is observed from the above situation?
- c) Give an appropriate title to the case.

2. After an international strategic business consulting firm restructured its managerial staff, Mr. Anil who formerly managed two key customer segments was unwilling to give up all the responsibility to the new manager whose name was Mr. Vikas. Anil continued to question his old staff and issue orders, while his replacement Mr. Vikas was trying to set a new direction in that department. With two managers giving input, employees were stuck in the middle, which created conflict among the employees as well as between the managers.

Questions:

- a) What should be the ideal action of Mr. Vikas after restructuring?
- b) How should Anil & Vikas manage their work load?
- c) Give an appropriate title to the case.