

BALLARI INSTITUTE OF TECHNOLOGY & MANAGEMENT

(Autonomous Institute under Visvesvaraya Technological University, Belagavi)

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Course Code

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First Semester MBA Degree Examinations, May/June 2023

Duration: 3 hrs

Max. Marks: 100

- Note:** 1. Answer any FOUR full questions from Question No. 1 to 7.
 2. Question No. 8 is compulsory
 3. Missing data, if any, may be suitably assumed

<u>Q. No</u>	<u>Question</u>	<u>Marks</u>	<u>(RBTL:CO:PO)</u>
1.	a. What is Meeting ?	03	(1:1)
	b. Explain how to open ,control the meeting	07	(1:1)
	c. Evaluate the meetings.	10	(1:1)
2.	a. What is business etiquette?	03	(1:2)
	b. Explain the types of etiquettes.	07	(1:2)
	c. How to give advice, apologies, recommendation and offers.	10	(1:2)
3.	a. What is body language	03	(1:3)
	b. Explain the Harpics and its role.	07	(1:3)
	c. Explain different types of body language.	10	(1:3)
4.	a. What is group discussion?	03	(1:4)
	b. Explain the scope of group discussion.	07	(1:4)
	c. Explain steps and tips of group discussion.	10	(1:4)
5.	a. What is an interview skill?	03	(1:5)
	b. Explain basic rules of interview.	07	(1:5)
	c. Explain the types of interview skills.	10	(1:3)
6.	a. What is an international meeting?	03	(1:1)
	b. Explain the use of appropriate grammatical words.	07	(1:1)
	c. Explain how to present a successful presentation.	10	(1:1)
7.	a. Mention the types of kinesics.	03	(1:3)
	b. Explain the shaking hands and other behavior.	07	(1:3)
	c. Explain the negative and positive gestures.	10	(1:3)
8.	<u>CASE STUDY</u>	10	(1:4)

Rachel, who is deaf, and Kevin are classmates in the American History course. During class Kevin and Rachel were placed in the same group to do an assignment. Kevin begins speaking to Rachel in a very loud voice and over articulating his words. When Rachel begins to respond to his questions, he would cut off her responses. Rachel finally told him that he did not need to speak so loudly and slowly because she was able to read his lips. Kevin became offended and responded, "Sorry, just trying to help."

1. What is going on in this case study?
2. How is Kevin responding to Rachel?
3. What can Kevin do to be more informed and respond differently?