

**VPM's**  
**Dr. VN BRIMS, Thane**  
**Programme: PGDM (2014-16)**  
**Fifth Trimester Examination January 2016**

<b>Subject</b>	<b>Emotional Intelligence &amp; Managerial effectiveness</b>		
<b>Roll No.</b>		<b>Marks</b>	<b>30 Marks</b>
<b>Total No. of Questions</b>	<b>5</b>	<b>Duration</b>	<b>1.5 Hours</b>
<b>Total No. of printed pages</b>	<b>1</b>	<b>Date</b>	<b>20.01.2016</b>

**Note: Q1 is compulsory and solve any TWO from the remaining FOUR questions.**

**Q1) 10 Marks (Compulsory)**

a) " IQ accounts for only 20 per cent of one's life success; the rest 80 per cent is explained by emotional intelligence". Comment on the given statement.

b) Explain Daniel Goleman's Emotional Competency Framework.

**Attempt any TWO from the remaining FOUR Questions**

**Q2) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks**

a) Write a short note on personality disorders.

b) Explain Kolb's "Accommodator" learning style.

c) What do you understand by Managerial Effectiveness

**Q3) Explain PDCA Cycle of Improving Effectiveness. Give an example. 10 Marks**

**Q4) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks**

a) Explain Kolb's learning cycle.

b) Role of emotions in decision making.

c) What is emotional intelligence? Why is it important in 21st Century?

**Q5) Any one----- = 10 Marks**

a) What is an Enneagram?

b) Explain the Nine Enneagram Styles.