



	WINTER-2023		
	Exam Seat No.:		
	Academic Year:2023-2024	Semester:III	
	Name of Programme:MBA	Pattern:2022	
	Name of Course:Leadership and Change Management	Course Code:MBA22 3 3 12	
	Max. Marks:30	Duration:1hr15mins	

	<p>Instructions: Candidates should read carefully the instructions printed on the Question Paper and on the cover page of the Answer Book, which is provided for their use.</p> <ol style="list-style-type: none">1. This question paper contains <u>2</u> page(s).2. Answer to each new question is to be started on a new page.3. Assume suitable data wherever required, but justify it.4. Draw the neat labelled diagrams, wherever necessary.5. The last columns indicates the Course Outcome and level of Blooms Taxonomy of the Question/sub-question.6. Solve(a)or(b) from each question	
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Question No. 1 Attempt following Question

- 1 a) Describe the Johari Window concept. (6) CO1

OR

- 1 b) Imagine you are a teacher in a high school, and you've noticed that one of your students, Alex has been behaving differently lately. Alex used to be an active and engaged student, but now they seem withdrawn and often appear sad. You suspect that something might be bothering them, and you want to use emotional intelligence to help and support Alex. (6) CO1

How would you apply the principles of emotional intelligence to support and help Alex, who is displaying signs of distress? Describe the steps and strategies you would use to understand Alex's emotions, build trust, and provide the necessary support to address their concerns and well-being.

Question No. 2 Attempt following Question

- 2 a) Explain how a Leadership aspect is used to deal with people. (6) CO2

OR

- 2 b) Discuss how conflict is handled in any organization (6) CO2

Question No. 3 Attempt following Question

- 3 a) Analyse the characteristics of Balanced Scorecard. Briefly explain it (6) CO3

OR

- 3 b) Outline the steps involved in the diagnostic cycle (6) CO3

Question No. 4 Attempt following Question

4 a) Outline 5 steps in the change management process (6) CO4

OR

4 b) Illustrate why organizational and personal change management is important (6) CO4

Question No. 5 Attempt following Question

5 a) Assess the Role of change agent (6) CO5

OR

5 b) Summarize Kurt Lewin Model (6) CO5