



CBCS SCHEME

MBA106

First Semester MBA Degree Examination, Dec.2025/Jan.2026 Managerial Communication

Max. Marks: 100

- Note: 1. Answer any FOUR full questions from Q.No.1 to Q.No.7.
2. Question No. 8 is compulsory.
3. M : Marks , L: Bloom's level , C: Course outcomes.

		M	L	C
Q.1	a.	03	L2	CO1
	b.	07	L3	CO1
	c.	10	L4	CO1
Q.2	a.	03	L2	CO1
	b.	07	L2	CO2
	c.	10	L4	CO1
Q.3	a.	03	L2	CO2
	b.	07	L2	CO2
	c.	10	L3	CO4
Q.4	a.	03	L2	CO2
	b.	07	L4	CO2
	c.	10	L3	CO4
Q.5	a.	03	L2	CO3
	b.	07	L2	CO3
	c.	10	L4	CO4
Q.6	a.	03	L2	CO3
	b.	07	L4	CO3
	c.	10	L3	CO3
Q.7	a.	03	L2	CO1
	b.	07	L2	CO3
	c.	10	L3	CO3

Compulsory Question

MBA106

Q.8	<p>Emma, a project manager from the United States, was assigned to lead a multinational team working on a software rollout in Japan. Eager to begin, Emma conducted daily video meetings where she encouraged open discussion and direct feedback. However, the Japanese team members remained mostly silent during the meetings and agreed to everything without objection. Emma assumed they were on the same page. Weeks later, she discovered that many team members had concerns and were not comfortable with parts of the plan but didn't express them out of respect and to avoid confrontation, as per Japanese workplace norms. This led to delays, rework, and frustration on both sides.</p> <p>a) What were the key cultural differences that affected communication in this case? b) What role does cultural sensitivity play in international teamwork? c) Suggest strategies to improve cross-cultural communication in global teams. d) If you were in Emma's position, how would you prepare for managing a culturally diverse team in the future?</p>	20	L4	CO4
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