**Soft Skills for Managers**

**June 2025 Examination**

**Question 1: (10 Marks)**

**If you are managing a team that has recently undergone restructuring process in the organization and some of your team members are uncertain and concerned about how these changes will affect them, while others are eager for the new challenges.**

* **How would you, as a manager, regulate the situation to build trust within your team during this transition? What steps would you take to keep the team aligned?**
* **What would you do to adapt your leadership style so that each team member feels supported, and motivated in this scenario?**

**Ans 1.**

**Introduction**

In any organization, restructuring can be a turbulent phase that brings both opportunities and challenges. While some team members may view the change with optimism and readiness, others might feel insecure, anxious, or disengaged. As a manager, it is crucial to recognize these varying emotional responses and adopt a balanced approach that fosters trust, ensures alignment, and maintains team morale. Leading a team through such transitions demands emotional intelligence, adaptability, effective communication, and empathy. The manager must not only focus on the business outcomes but also on individual support and team cohesion. The following discussion explores the concepts and soft skills a manager can apply to navigate this complex scenario effectively and drive the team towards a successful and unified transition.

**Concept and Application**

Managing a team during a transition period requires the manager to demonstrate a range of soft

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**Question 2: (10 Marks)**

**You are managing a team for a few years, but recently, a disagreement between two team leads has escalated. They’re both capable, but their differing views on how to approach a critical project has created tension.**

* **How would you approach this situation and what steps would you take to resolve the conflict between these two teams leads?**
* **How would your emotional intelligence help you navigate this situation to bring about a resolution?**

**Ans 2.**

**Introduction**

In any professional setting, conflict is natural and can arise even among highly capable team members. As a manager, the key is not to avoid conflict but to handle it constructively. In the scenario where two experienced team leads are at odds over a critical project, the situation can affect not only their productivity but also the morale and performance of their respective teams. Such disagreements, if unresolved, can hinder collaboration, delay progress, and create divisions. It becomes the responsibility of the manager to mediate effectively, ensuring the resolution is respectful, fair, and aligned with organizational goals. Emotional intelligence, clear communication, and conflict resolution skills are crucial tools in restoring harmony and

**Question 3:**

**You’ve just welcomed a new member to your team. While they have all the technical skills, they’re not connecting with the team dynamics.**

**A. If you had to step in as a manager, how would you help the new team member adapt to your team culture and work more effectively with everyone? (5 Marks)**

**Ans 3A.**

**Introduction**

Welcoming a new team member is an important moment for both the individual and the team. Even when someone possesses excellent technical skills, integrating into an established team culture can be a challenge. As a manager, it is essential to help bridge the gap between the new hire's abilities and their comfort within the team. Encouraging adaptation to team values, workflows, and communication styles not only boosts performance but also strengthens overall

**B. As a manager how would you approach your team to ensure they embrace the new member and create a more supportive environment for them? (5 Marks)**

**Ans 3B.**

**Introduction**

Introducing a new team member is not only about the individual adapting but also about the existing team making space for them. Sometimes, long-standing team dynamics make it difficult for new members to feel accepted. As a manager, ensuring that the team embraces the new colleague is vital for creating a cohesive and inclusive environment. Promoting openness,