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10MBAHR344

Third Semester MBA Degree Examination, December 2012
Personal Growth and Interpersonal Effectiveness

Time: 3 hrs.

Max. Marks:100

Note: 1. Answer any FOUR questions, from Q.No.1 to Q.No.7.
2. Q.No. 8 is compulsory.

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| 1 | a. Define personal growth. | (03 Marks) |
| | b. Explain the basic functions as propounded by Carl Jung theory. | (07 Marks) |
| | c. Define defense mechanism. Illustrate defense mechanism, with a suitable examples. | (10 Marks) |
| 2 | a. Briefly differentiate between Androgogy and Pedagogy. | (03 Marks) |
| | b. Examine the ways to increase one's personal effectiveness. | (07 Marks) |
| | c. Define social role. Elaborate the characteristics and features of social roles. | (10 Marks) |
| 3 | a. List the key features of personality. | (03 Marks) |
| | b. How does understanding of learning styles help employees to understand one's personality? | (07 Marks) |
| | c. Illustrate the goals of 7 – group in an organization. | (10 Marks) |
| 4 | a. Define games in T.A. | (03 Marks) |
| | b. Explain the constraints in creativity development amongst the employers. | (07 Marks) |
| | c. Examine the various types of life scripts. | (10 Marks) |
| 5 | a. What is T.A? | (03 Marks) |
| | b. Explain the core aspects of self awareness. | (07 Marks) |
| | c. Illustrate the strategies for promoting emotional intelligence amongst the employees. | (10 Marks) |
| 6 | a. What do you understand by process of creativity? | (03 Marks) |
| | b. What are life positions? Examine the four life position. | (07 Marks) |
| | c. Examine Malcom Knowle's Androgological assumptions. | (10 Marks) |
| 7 | a. What is meant by personal change? | (03 Marks) |
| | b. What is an ego state? Elaborate the types of transaction. | (07 Marks) |
| | c. Illustrate the seven habits of highly effective people. | (10 Marks) |

8 CASE STUDY :

Pavitra and Pavan have something in common. They were promoted within their organizations into management positions. Each found the transition a challenge.

Pavitra was promoted to Director of catering for the sweet and spice group of restaurants in New Delhi. With the promotion, she realized that she would not be able to participate in water cooler gossip or shrug off and employee chronic lateness. She found her new role to be daunting.

At first, she was like a bull dozer knocking everyone over and that was not well received. She forgot that her friends also were in transition.

Pavan, a technical manager in a software department, felt uncertainty after being promoted to a manager from a junior programmer. He had to give directives to those, who were his peers, only a day ago. He felt the conversation would stop, when he entered the room. He felt people were not open, when he became boss.

Questions :

- a. Is it easier to be promoted internally or externally? **(06 Marks)**
- b. Leaders are the primary determinant of any organizations success or failure. **(07 Marks)**
- c. What does this say about leadership and leadership training? **(07 Marks)**
