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Fourth Semester MBA Degree Examination, Jan./Feb. 2023 Personal Growth and Interpersonal Effectiveness

Time: 3 hrs.

Max. Marks: 100

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

- 1 a. Define Interpersonal Trust. (03 Marks)
b. What is MBTI? Explain its uses as personality inventory tool. (07 Marks)
c. Explain the different types of Transactional Analysis and their implications in Transactional Analysis. (10 Marks)
- 2 a. List the three Ego states that exist in all. (03 Marks)
b. Write a short note on Social adjustment and Habit formation. (07 Marks)
c. The concept of Six Thinking Hats was developed to encourage creative thinking. Justify. (10 Marks)
- 3 a. List the areas of Emotional Intelligence. (03 Marks)
b. Differentiate between Self Awareness and Self Esteem. (07 Marks)
c. Explain how Organisations use FIRO – B Scale and its application in Organisational Context. (10 Marks)
- 4 a. Distinguish between Convergent and Divergent thinking. (03 Marks)
b. Explain the importance of Johari Window in Personal growth. (07 Marks)
c. Mention the three dimensional of roles in detail. (10 Marks)
- 5 a. What are Interpersonal needs? (03 Marks)
b. Discuss some Conflict Resolution Techniques. (07 Marks)
c. What is NLP? Explain the benefits of NLP to Corporate Organisation. (10 Marks)
- 6 a. Define Personal Change. (03 Marks)
b. Illustrate the goals of T – group in an Organization. (07 Marks)
c. What are the seven habits of Highly Effective People? Explain. (10 Marks)
- 7 a. What is Transactional Analysis? (03 Marks)
b. What are Life Positions? Examine the four Life Positions. (07 Marks)
c. Illustrate how to build Interpersonal trust and what are the barriers of Interpersonal trust. (10 Marks)

- 8 NGO is Committed to saving lives and early suffering. This diverse organization serves humanity by providing relief to victims of disaster, both locally and globally. It gives health and safety training to the public and provides emergency social services to various Military members and their families. In the wake of an earthquake , flood , fire , hurricane or other disaster, it provides relief services to Communities.

Ram was walking back to work after a meeting with his superior Shyam. Ram recalled that Shyam said he had a negative attitude and is affecting his performance and motivation, which was below standard. Shyam has asked Ram if he was satisfied with his Job. He had said, "No, I really don't like working and I have messed up on all the jobs I've had. I guess, I am a failure".

Shyam tried to explain how his poor attitude and negative self concept were the cause of his poor performance. But Ram didn't really listen, since work is not important to him. Ram has an external locus of control, thus he believes that his poor performance is not his fault. He doesn't believe Shyam knows, what he is talking about. Ram thinks that Shyam is not being ethical, that he is trying to manipulate him to get more work out of him.

Questions :

- a. Is Shyam or Ram analysis correct? Explain.
- b. Can Ram change? Explain.

(10 Marks)

(10 Marks)
