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20MBAHR402

Fourth Semester MBA Degree Examination, July/August 2022 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. Explain the meaning of Personal growth. (03 Marks)
b. Compare and contrast self awareness and self esteem. (07 Marks)
c. Illustrate the concepts of Ego states and defense mechanism. (10 Marks)
- 2 a. Mention the meaning of openness, confidentiality and blind spot. (03 Marks)
b. Illustrate the self disclosure and feedback styles. (07 Marks)
c. Analyze the process of discovering Facets of interpersonal trust through Johari Window. (10 Marks)
- 3 a. Write the meaning of Personality? (03 Marks)
b. Illustrate Carl Jung's theory of personality. (07 Marks)
c. What are the barriers to changing attitude and how to overcome those barriers of personality? (10 Marks)
- 4 a. Recall the meaning of personal change. (03 Marks)
b. Analyze the concepts of social adjustments and habit formation. (07 Marks)
c. Illustrate the seven habits of highly effective people. (10 Marks)
- 5 a. Define terms inclusion and control. (03 Marks)
b. Explain the concepts of conflict resolution technique and types of negotiation outcomes. (07 Marks)
c. Illustrate the process of discovering the interpersonal orientation through FIRO-B. (10 Marks)
- 6 a. Recite the meaning of T-group sensitivity training. (03 Marks)
b. Explain the types of transactions and time structuring. (07 Marks)
c. Illustrate concepts of life position, scripts and game. (10 Marks)
- 7 a. Define creativity and innovation. (03 Marks)
b. Explain the blocks to creativity. (07 Marks)
c. Discuss the six thinking hats. (10 Marks)

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8 = 50, will be treated as malpractice.

8 **CASE STUDY: (compulsory)**

Mr. Paul and Mr. Jay are working for Xenon a manufacturing company. They are sincere and loyal to the company. Both of them have conflicting view regarding their ratings in the organization. The contention of Mr. Paul is "I have been in the organization for three years. Nobody has made an effort to get to know me. Infact even my boss is not totally aware of the work I do. I think I am working my life even though I am contributing to the organization." The contention of Mr. Jay is " I am a Chemical Engineer but all the mark related to my area is given to a Mechanical Engineer. This person is a big showoff and most of the time talking about his own work. He has more friends than I have but as for as the quality of work is concerned, I think I am superior," considering the statement of Mr. Paul and Mr. Jay.

Questions :

- a. Analyze the seriousness of the situation and what steps are needed to resolve the above issue. (10 Marks)
- b. Would you suggest any structural change to resolve the issue? Justify. (10 Marks)
