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Fourth Semester MBA Degree Examination, June/July 2015
Personal Growth & Interpersonal Effectiveness

Time: 3 hrs.

Max. Marks:100

Note: 1. Answer any THREE full questions from Q.No.1 to Q.No.6.
2. Question No. 7 & 8 are compulsory.

- 1 a. What are T-groups? (03 Marks)
b. Explain the concept of self-awareness and self esteem and relationship between them. (07 Marks)
c. Briefly explain the seven habits of highly effective people. (10 Marks)
- 2 a. What is emotional intelligence? (03 Marks)
b. What do you mean by social adjustment and habit formation? Explain. (07 Marks)
c. Explain J.P. Guilford's Trait theory. (10 Marks)
- 3 a. What do you mean by FIRO-B? (03 Marks)
b. Explain Carl Jung's theory of personality types. (07 Marks)
c. What is creativity? Explain the process and blocks to creativity. (10 Marks)
- 4 a. Define personality. (03 Marks)
b. What is time structuring? Explain ways of structuring time by giving and receiving strokes. (07 Marks)
c. Explain Johari window. How does it help in discovering self & others? (10 Marks)
- 5 a. Explain meaning of organizational role. (03 Marks)
b. Explain Type A and Type B personalities. (07 Marks)
c. What is Transaction analysis? Explain in detail. (10 Marks)
- 6 a. What is Neuro-Linguistic programming? (03 Marks)
b. Discuss defence mechanism. (07 Marks)
c. Discuss appreciative enquiry and group relations conference in detail. (10 Marks)
- 7 a. Briefly explain "Six thinking hats" given by Edward de Bono. (05 Marks)
b. What is the importance of "Life Positions"? Discuss. (05 Marks)
c. Discuss steps in developing a self improvement plan. (05 Marks)
d. "Honouring commitments requires proper time management." Do you agree? Explain. (05 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:

Marcy is an administrative assistant to the purchasing manager of an electronics firm. Marcy had worked happily for her supervisor, Mr. Delisi for three years. Two weeks ago, Mr. Delisi transferred to a new position and Marcy was assigned to work with his replacement Ms. Minzer. Marcy's new supervisor is quite capable and efficient but very short on patience. She speaks crisply and concisely to everyone.

In her eagerness to please, Marcy is very self-conscious and as a result makes many errors. When Ms. Minzer criticises her work rather sharply, Marcy bursts into tears. Ms. Minzer takes Marcy's tears in stride but becomes extremely irritated with Marcy's continued apologies for her previous errors. Finally, she arranges for Marcy to be transferred to another office.

Questions:

- a. Does Marcy have a problem with her self-esteem? What evidence do you see to support this conclusion? (05 Marks)
- b. Is Marcy expecting too much of herself? Should she see herself as a "Perfectionist" and embark on a self-improvement program or should she accept herself as a person who occasionally makes mistakes but learns from them? (10 Marks)
- c. Assume that Marcy goes to Mr. Delisi for friendly advice. After listening to Marcy's story, what guidance and advice might he offer? (05 Marks)

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