



POST GRADUATE DIPLOMA IN MANAGEMENT (2017-19)
SUPPLEMENTARY EXAMINATION (TERM-I)

Subject Name- **Igniting Self and Interpersonal Skills**
(Paper Code) - **PG07**

Time: **02.00 hrs**
Max Marks: **100**

Note:

- 1. Writing anything except Roll Number on question paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.**
- 2. All questions are compulsory in Section A, B & C. Section a carries 2 Case Studies, 20 marks each. Section B carries 2 questions of 20 marks each and Section C carries 5 questions 4 marks each.**

SECTION A

20×02 = 40 Marks

Q. 1: Case Study:

Carol is a branch manager of a bank. Two of her employees , Rich and Wonda, came to her and said that they could not work together. Carol asked them why, and they both said, “We have personality conflict”. She asked them to be more specific, and this is what they told her:

Rich: Well, Wonda is very pushy; she tells me what to do all the time, and I let her get away with it because I’m a peace-loving man.

Wonda: That’s because Rich is so gullible; he believes anything he is told. I have to look out for him.

Rich: We have different outlooks on life. Wonda believes that if we work hard, we can get ahead in this bank, but I don’t agree. I believe you have to be political, and I’m not.

Wonda: That’s because I am motivated and I enjoy working.

Rich: Motivated- is that what you call it? She’s preoccupied with work. Wonda is rushing all the time, she is impatient and she wants to make a contest out of everything.

Wonda: If you were more cooperative, and morale was better, I would not feel the stressed the way I do.

Rich: We cannot make decisions together because I am very logical and like to get lots of information, while Wonda wants to make decisions based on what she calls institution.

Wonda: I thought working here was going to be different. I didn’t know I was going to be stuck working with a person who is uncooperative.

Rich: Me? I feel the same way about you.

At this point Carol stopped the discussion.

Q1 (A) Based on the case discuss the Rich and Wonda personality traits with reference to Big Five Model. **(10)**

Q1 (B) What Carol should do to resolve the personality conflict between Rich and Wonda? **(10)**



Q.2: Case Study:

Natalie always seems to be down on her abilities and her appearance. For some reason she does not look as good to herself as she does to others. If Natalie were to rate her self esteem on a scale of one to ten, her rating would be three or four.

Her low rating is partially due to the fact that Natalie truly believes her parents did not expect her to achieve much because her older sister had disappointed them and their expectations for Natalie were also lowered. Another reason is because Natalie seldom sticks up for herself at work or during family situations. Rather than communicate her own feelings she just walks away.

Natalie, in her first job since leaving school, is underemployed based on her skills and abilities. If her self-esteem had been higher, management would have provided several promotional opportunities in the past years.

Q2 (A). What is self-esteem? How self-esteem influences the performance of an individual? What are the characteristics of individual with High and Low self-esteem? **(10)**

Q2 (B) If you had a close relationship with Natalie how would you assist her to go about building her self-esteem to a higher level? **(10)**

SECTION B

20×02 = 40 Marks

Q. 3: “It’s not what you know, it’s who you know, that’s important”. Explain the statement with reference to networking. The first step of networking is to create personal brand. Discuss the ways to create personal brand.

Q. 4: “Any Interpersonal Relationship is build on Trust and Communication”. Discuss the same with reference to stages of Interpersonal Relationship.

SECTION C

04×05 = 20 Marks

Q. 5 (A): Describe the components of the self-concept. In what ways media affect the development of self-concept

Q. 5 (B): How important is body language and attitude management in Group Discussion. Support your answer with examples.

Q. 5 (C): Discuss the various roles an individual can play during group discussion?

Q. 5 (D): A model known as the Johari Window illustrates the process of giving and receiving feedback. What are the various ways and types of feedback? Explain in detail.

Q. 5 (E): Give reasons why communication skills are important for building Interpersonal relationship. Give specific examples in which communication affected your relations and behavior?