



# GL BAJAJ

Institute of Management & Research

Approved by A.I.C.T.E., Ministry of HRD, Govt. of India

Roll No.....

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.)–201306

POST GRADUATE DIPLOMA IN MANAGEMENT (2020-22)

**MID TERM EXAMINATIONS (TERM -I)**

**Academic Session- 2020-21**

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Subject Name : Igniting Self and Interpersonal Skills

Time: 01.30 hrs

Sub. Code: PG07

Max Marks: 20

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**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 1 Case Study of 8 marks. Section B carries 3 questions of 2 marks each and Section C carries 2 questions of 3 marks each.**

**SECTION - A04+04 = 08 Marks**

Q. 1: Case Study:

Good people-valuable employees-quit their jobs every day. Usually, they leave for better positions elsewhere. Take Ken, an experienced underwriter in a north eastern insurance company, who scribbled the following remarks on his exit interview questionnaire:

*This job isn't right for me. I like to have more input on decisions that affect me-more of a chance to show what I can do. I don't get enough feedback to tell if I'm doing a good job or not, and the company keeps people in the dark about where it's headed. Basically, I feel like an interchangeable part most of the time*

In answer to the question about whether the company could have done anything to keep him, Ken replied simply, "Probably not." Why do so many promising employees leave their jobs? And why do so many others stay on but perform at minimal levels for lack of better alternatives? One of the main reasons-Ken's reason-can be all but invisible, because it's so common in so many organizations: a system wide failure to keep good people. Corporations should be concerned about employees like Ken. By investing in human capital, they may actually help reduce turnover, protect training investments, increase productivity, improve quality, and reap the benefits of innovative thinking and teamwork.

Human resource professionals and managers can contribute to corporate success by encouraging employees' empowerment, security, identity, "connectedness," and competence. How? By recognizing the essential components of keeping their best people and by understanding what enhances and diminishes those components. Ken doubts that his company will ever change, but other organizations are taking positive steps to focus on and enhance employee retention. As a result, they are reducing turnover, improving quality, increasing productivity, and protecting their training investments.

(i) Do you think Ken's self esteem had anything to do with his leaving the firm? Justify your answer

(ii) How do you relate the Self Concept in this case?



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**SECTION – B**

**02×03 = 06 Marks**

- Q. 2: Explain the POPBEANS technique of Group Discussion with example.  
Q. 3: Create your SWOT analysis chart in association with your career goals.  
Q. 4: . In a Group Discussion, if members are in destructive conflict, then what would be your approach to resolve conflict?

**SECTION - C**

**03×02 = 06 Marks**

- Q.5. Elucidate the application of JOHARI Window for effective team building in organization?  
Discuss the quadrants with examples.  
Q. 6. GDs are held with a particular purpose in mind, as it may be used to select a suitable candidate for a job. With reference to the statement, elaborate upon the distinct qualities which are looked for in candidates during GD.