



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

POST GRADUATE DIPLOMA IN MANAGEMENT (2018-20)
END TERM EXAMINATION (TERM - I)

Subject Name: **Igniting Self and Interpersonal Relations (SSP-I)**

Time: **02.00 hrs**

Sub. Code: **PG-07**

Max Marks: **50**

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 of 10 marks each, Section B carries 2 questions of 10 marks each and Section C carries 5 questions 2 marks each.**

SECTION - A

10×02 = 20 Marks

Q. 1: Case Study: A Business School Performer: A fearful Public Speaker

Parag was a business school student studying at one of the top MBA programs in the country. He was a solid student, head of a school club, and had an active social life that balanced nicely with his professional and academic one. While Parag was on the road to being groomed as a future executive, he became more and more aware of the anxiety that accompanied him during public speaking. Simply preparing for a talk would begin to cause an adverse reaction in his body that included sweating, increased heart rate, tightness in his chest, sweating, butterflies in his stomach, and an overall uncomfortable feeling. Parag realized that given his goal of becoming a successful entrepreneur, his career would lead him to speak in front of large groups of people. In addition, he would have to pitch his ideas to board members, top executives, and investors. Despite the idea of having to do these things caused him to be excited, execution of delivering the talks caused an unwanted response. Having heard his tutors discussing his fear of public speaking with a friend, he became more anxious and nervous. But in order to develop as a future manager and entrepreneur, he had to learn to overcome his fear and nervousness. His mentor then recommended him to visit a counselor and public speaker which is you. Now Parag seeks your advice on how he can come out of his shell and learn the art of public speaking for his future development.

- Analyse the current condition of Parag from the Self Concept point of view and discuss his SWOT in order to help him plan his future journey well.
- Suggest him ways in which he can develop to be an effective public speaker after explaining him the conditions of making good formal presentation.

Q.2: Case Study: Personality Turmoil in a Service Contract

Vamsi Krishna was appointed as the project manager at Shipra Technologies in Mumbai. He was aggressive but did not speak much, except when he was asked to share his thoughts or advise on something. He handled a team of 25 people. Vamsi was given a project to provide support services to a client of the company, Kenstar India Pvt. Ltd, a leading manufacturer of airconditioners, coolers, washing machines, refrigerators and other electrical appliances. The support service contract was for three years.

While working on the Kenstar project, Vamsi always carried out his work with diligence and expected everyone to follow the same. As he started working with the employees under him on a critical aspect of the project, his team began to notice that their project manager was little

indifferent and least bothered about their emotions and feelings. They felt Vamsi was not treating them well. Adding to their woes, he started conducting meetings at unusual hours of the day. His excuse was it was waste of time to conduct meetings during working hours.

In the meetings, Vamsi used to scold non performers irrespective of their personal issues and technical glitches. He did not give much attention to their issues and asked them to perform. As the work progressed, workplace conflicts frequently arose between Vamsi and his team members. This led to increase in absenteeism among the employees. This affected the work a lot. Soon due to high workload, it became difficult for Vamsi's team to continue providing support services to Kenstar. Kenstar India sought explanation for inefficient handling of the service contract. Vamsi hardly had any valid reason to justify their inefficiency. This resulted in the project getting doomed and the higher authorities at Shipra Technologies initiated a disciplinary action against the project manager.

- a. Discuss the personality of Vamsi through models and evaluate his strengths and weaknesses as a team leader?
- b. Develop his interpersonal skills profile by evaluating his temperament while suggesting possible future changes he can make in team working skills.

SECTION – B

10×02 = 20 Marks

- Q. 3: Discuss the do's and don'ts of networking for a future job seeker? In this context explain how the social media platforms like Face Book, LinkedIn, Twitter and Instagram can be used to improve your image and profile on the net.
- Q. 4: While appearing for the Group Discussion organized by HDFC in the institute for the position of trainee, develop your strategy to perform in the GD. In this regard, discuss the attitude and skills that you would portray and how they would lead to success. Also state how conflict should be managed while performing in a GD.

SECTION – C

2×05 = 10 Marks

- Q.5 (A): Discuss the application of JOHARI window for a supervisor in understanding his subordinate.
- Q. 5 (B): Evaluate the strategies for building trust and communication in a team comprising of diverse team members.
- Q. 5 (C): What impact does personality traits have on team performance and conflict management.
- Q. 5 (D): Dimensions of self are critical to developing networking abilities. Discuss.
- Q. 5 (E): Discuss the differences between FIRO-B and Big Five Personality Model from the point of view of their efficacy for a manager in knowing his team well.