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Roll No. \_\_\_\_\_

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**M.B.A. 3<sup>rd</sup> Semester Examination, 2015**

**Personal and Interpersonal Dynamics**

**Paper No. 307-B**

***Time Allowed : Three Hours] [Maximum Marks : 75***

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**Note:** Attempt **all** questions. **All** questions carry equal marks.

**Unit - 1**

1. Do managers need to have a clear statement of vision and values? What purpose do vision and values serve?

**OR**

What steps would you take, as a manager, to effect change in the mind-set of employees conducive to changing realities of business?

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**Unit - 2**

2. What would you like to do if you suffer from feeling of insecurity? List few handy concepts, you will like to use from "The 7 Habits of Highly Effective People."

**OR**

Albert Einstein observed, "The significant problems we face cannot be solved at the same level of thinking we were at when we created them". Explain the thought in the light of paradigms.

**Unit - 3**

3. Why is feedback important? Discuss how feedback can be given and received.

**OR**

Describe the synergizing process and explain how does it influence personality, attitude and values?

**Unit - 4**

4. Explain the types of action managers can take to change organizational culture.

**OR**

Many business organizations are suffering from low trust culture. How can you deal with this with the help of the concepts of 7 Habits of Highly Effective People?

**Unit - 5**

5. Read the following carefully and answer the questions given at the end:

In "The Turn of the Tide", Arthur Gordon recalls a time when he was overcome by negativism and worry. In the end, he went to see a physician who told him to spend the following day in the place where he had been happiest as a child. Then he gave him four prescriptions in sealed envelopes, to be opened at 9, 12, 3 and 6 o'clock the next day.

Gordon duly went back to his favorite retreat beside the sea. At 9 o'clock, he opened the first prescription. It read: "Listen carefully." Gordon sat back and did as instructed. For the rest of the morning he tuned in to the sounds of the birds and the sea and felt a growing peace.

At noon he opened the second prescription. It read : "Try Reaching Back". Gordon thought about the meaning of this phrase and allowed the many memories of his past to come flooding back to him. Reaching back, he recalled times of happiness, achievement and fulfilment.

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When 3 o'clock came, he opened prescription number three and read: "Examine your Motives." Gordon thought of the work he was engaged on at present. Slowly it dawned on him that all his present endeavors were aimed at satisfying his own needs. He changed his thoughts and motives so that they were aimed at satisfying the needs of others.

Finally, at 6 o'clock, Gordon opened the last prescription and read: "Write your worries in the sand." He did as instructed, writing the few remaining worries he had and turned homeward, knowing that the lapping waves would soon wash all his worries away.

**Questions :**

- (a) What are the lessons from the story that can help you in your own stress management?
- (b) Spiritual renewal is quadrant II activity. How can you find time for long list of activities in quadrant II from the hustle bustle of life?