

(Printed Pages 6)

Roll No. _____

8548

M B A 3rd Semester Examination, 2016

Personal and Interpersonal Dynamics

Paper No : 307-B

Time Allowed : Three Hours

[Maximum Marks : 75

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

Unit-I

1. What are the principles of personal vision? How can you get benefitted from them for personal dynamics?

OR

The way we see the problem is the problem. How does 'See' affect 'Get'? Explain in the light of above statement.

P.T.O.

Unit-II

2. "Things which matter most should never be at the mercy of things which matter least."
Elaborate with examples and instances.

OR

What are the principles of personal management? How can you use them for realizing personal vision?

Unit-III

3. What does apologizing mean? When should one apologize? How is Law of Love involved here?

OR

The whole is greater than the sum of its parts. What is creating a third alternative?
Elaborate with the help of a situation.

Unit-IV

4. What are the various paradigms of human interaction? Which paradigm you would like to harness in your life? Why?

OR

Most of the organizations feeling the pressure of fast changing economy. How "Sharpen the Saw" can help organizations to cope with this? Give a roadmap.

Unit-V

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

Raju and Kirti have been friends since their school days. After completion of their college education, Raju (son of a businessman) Joined his father's business CDB firm and Kirti completed his CA and joined a well-known

accounting firm KPL Associates. Being good in his job, Kirti slowly established a name for himself in the business circles.

Meanwhile, under Raju, CDB firm started growing and went on to become a large organization. CDB firm was looking for competent accountants to fill up two vacancies. Tina (another competent Chartered Accountant) and Kirti were short-listed and finally hired by the CDB firm. Like a lot of successful professionals, both Kirti and Tina were confident about themselves and also about giving their best to the organization.

After some time, to keep pace with the organization's growth, CDB went on to bring about new team structure changes. One day the General manager (HRD), Shirish had an

opportunity to meet Raju and during the course of reviewing the structural changes said "Sir, both Kirti and Tina have similar backgrounds, they are both talented and good and seem to enjoy working with us and yet have reacted in different ways to our new team structure."

When asked to explain, the General Manager (HRD), Shirish said "Last week, a new approach was created for the AD Audit because it was felt that we didn't have much experience with that type of audit, Tina has responded very well to the changed procedures, but Kirti seems not to be very happy about them. In a short time, she has gone from being one of the most pleasant employees to being very difficult to get along

with. At times some of the subtle ways of managing people surprise me. We have employees facing the same set of circumstances and yet get such very different reactions from them. I simply don't understand why these differences exist in behavior among such employees. What should I do?"

Questions:

- (a) If you were Raju, what advice will you give to Shirish?
- (b) Can you suggest ways to avoid such occurrences in future?