

VPM's
DR VN BRIMS, Thane
Programme: MMS (2021-23)
First Semester Examination April 2022

Course Name	Personal Grooming & Personal Effectiveness	Course Code	C115
Roll No.		Marks	60
Total no. of Questions	6	Duration	3 Hours
Total No. of Printed Pages	2	Date	12.04.2022

Course Outcome Statements:

- CO1.** Recall the concepts of Personal Grooming which impact the personal behaviours.
CO2. Understanding and writing functional resumes also identify essential skills for Group discussions & Interviews by following the etiquette of workplace behaviour.
CO3. Identify different aspects of team building, the need for time management, and what creates individual & organizational stress.
CO4. Analyse various techniques which can be used for enhancing the performance capability of the team, improve communication and strategies to manage stress and time at the workplace.
CO5. Evaluate self and peers on various aspects of Personal Grooming & Workplace Etiquette.

Instructions: -

Q. No 1 (All Questions are Compulsory)

Q. No.	Questions	Marks	BL	CO
Q. 1	Case/Case-let Study (500-800 words)			
	<p>Case Study –</p> <p>Diana is studying Business and Management by distance learning at The Open Polytechnic of New Zealand. Her assignment is due on the coming Wednesday, so she started it last Friday evening after dinner.</p> <p>She decided to work in her bedroom. Her basketball was on her desk, so she put the books on her bed. She spent a while looking for a pen, but couldn't find one. However, she borrowed the pencil from the phone. When she began to read the assignment, she discovered that she needed some notes she had left at work. She thought she would therefore begin by reading the textbook and would get the notes on Monday. After half an hour of reading, her friend, Jason, rang. He asked whether she wanted to go and visit some friends. Diana decided to continue work on the assignment on Saturday.</p> <p>Saturday was very busy. Her friend Sharon rang at 10.30 am to ask whether Diana would be available to play basketball at 2.00 that afternoon. Diana was still in bed, but she agreed to meet the others at 11.00 to do some practice. Her team won the game and they all went to the restaurant to celebrate. By the time Diana got home, it was too late to do any studying.</p> <p>On Sunday she went to church in the morning and visited her aunt and uncle in the afternoon. She didn't remember the assignment until after dinner. She still didn't have her notes, and there were parts of the textbook she found difficult to understand. The assignment was proving to be harder than she thought it would be. She really needed some advice. She phoned</p>			

		<p>her tutor but all she got was a message saying that the tutor would ring back if she left her name and number. Diana began to think that she wouldn't get the assignment finished on time. It needed to be in the tutor's drop box on Wednesday. She'd have to do some quick work on Monday and Tuesday evenings. It wouldn't be her best work, of course, but that couldn't be helped.</p> <p>On Monday she wakes up after 8.00 am, having found that she has forgotten to set the alarm clock. Her flatmates have already gone, and there is no time for breakfast. She rushes out of the house and reaches the bus stop just as the bus is disappearing around the corner. She half runs, half walks to work, but it is already 8.45 when she reaches the office. She is 15 minutes late.</p>			
	a.	Analyse and list Diana's time management problems.	6	Level 4	CO4
	b.	As a career coach, assess and suggest a career development plan for Diana	6	Level 5	CO5
Q. 2		Answer Any one from the following.			
	a.	Evaluate yourself through SWOT analysis based on various aspects of Personal Grooming	6	Level 5	CO5
	b.	You are a team manager with a team of 20 employees working under you. Over the time you have observed a lot of grapevine communication is happening in your department. Do you feel grapevine communication is unhealthy or healthy? Justify	6	Level 5	CO5
Q. 3		Answer Any one from the following.			
	a.	You were a member of a college event that was very successful. Analyse the key characteristics which help it succeed.	6	Level 4	CO4
	b.	Examine a situation where stress made you achieve your goals. What lessons would you like to draw from that incident?	6	Level 4	CO4
Q. 4		Answer Any two from the following.			
	a.	Identify how should one prioritize the task to manage time effectively?	6	Level 3	CO3
	b.	Due to the Covid-19 breakdown, people are worried about their health, job, and family. Identify the technique which can help to solve the same by taking your own example.	6	Level 3	CO3
	c.	Illustrate the stages of team building by giving suitable examples.	6	Level 3	CO3
Q. 5		Answer Any two from the following.			
	a.	You are a participant in a Group Discussion activity; how would you summarize the outcome of the discussion? Also, explain the role of non-verbal communication in a GD?	6	Level 2	CO2
	b.	Relate the concept of etiquettes at the workplace.	6	Level 2	CO2
	c.	Explain how would you create a positive 1 st impression during your interview?	6	Level 2	CO2
Q. 6		Answer Any two from the following.			
	a.	What are the important factors of positive attitude at the workplace?	6	Level 1	CO1
	b.	Outline the barriers to effective communication?	6	Level 1	CO1
	c.	How is Listening different from Hearing and why is it important to be a good listener?	6	Level 1	CO1

