

VPM's
DR VN BRIMS, Thane
Programme: MMS (2023-25)
First Semester Regular Examination December 2023

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	30.12.2023

Course Outcome Statements:

CO1: Recall the concepts of attitude, verbal and non- verbal communication, team building thus resulting in self - grooming.

CO2. Understand and write functional resume also apply essential skills for group discussions & Interviews by following etiquette of workplace behaviour

CO3. Identify different stages of team building, need for time management and creators of stress, and techniques to manage the same.

CO4. Examine self on various aspects of Personal Grooming.

CO5. Evaluate various communication and team building activities used for enhancing the capability of team/groups.

Instructions: -

Q. No 1 (All Questions are Compulsory)

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Q. No. 1 (All Questions are Compulsory)				
Q. No.	Questions			
Q. 1	Case-let			
	<p>Maria has been assigned a team of 10 people to help her plan a major customer appreciation event. They have been working together for over a month now and they just haven't really come together as a team. She was sure she started off well. She contacted each individual on the team and let them know their responsibilities on the project. Each of the members gets the tasks completed, but don't seem concerned with the others on the team. If someone needs help, no one pitches in to assist. If a team member has a problem, no one helps him to solve that problem. Just yesterday one of the team members had an emergency and asked if someone on the team could have a call with the sales team so she could leave early. No one offered to help so Maria jumped in to assist. Maria had to do something. This was a bad experience for everyone frankly and some members already were talking about getting off the project. Plus, she felt the event wouldn't be as good as it could if they just came together as a team.</p>			
a.	Examine the situation as per the Wheel of Team Building.	6	Level 4	CO4
b.	Recommend the steps Maria should take to bring the team together which shall result in a successful event.	6	Level 5	CO5
Q. 2	Answer Any one from the following.			
a.	Evaluate the positive and negative impact of using social media (WhatsApp) as a medium of communication for business.	6	Level 5	CO5
b.	In a bustling workday, Sarah, a seasoned manager, was known for her proficient leadership qualities. However, her team noticed a recurring issue in her interactions. During team meetings, Sarah often seemed preoccupied, frequently interrupting colleagues and finishing their sentences. She appeared distracted, checking emails or multitasking while team members voiced their concerns or ideas. Employees noticed her lack of eye contact and minimal engagement, which made them hesitant to share their perspectives openly. Evaluate Sarah's behavior and recommend a solution to Sarah to overcome this issue.	6	Level 5	CO5

Q. 3		Answer Any one from the following.			
	a.	Analyze yourself on the aspects of personal grooming and suggest 3 changes you would want to bring in yourself that will make you an effective employee.	6	Level 4	CO4
	b.	You were a member of a sports team (your choice) which won the match. Analyze the key characteristics that help it succeed as a Team.	6	Level 4	CO4
Q. 4		Answer Any two from the following.			
	a.	Identify the negative effects of stress on your body and how will you manage the stress.	6	Level 3	CO3
	b.	Applying the etiquette of email writing, draft an email to your teacher requesting for extension in time to complete your project	6	Level 3	CO3
	c.	Identify various distractors at the workplace and how to minimize the distractions and give maximum productivity.	6	Level 3	CO3
Q. 5		Answer Any two from the following.			
	a.	Summarize the essentials required for creating a positive 1 st impression during an interview.	6	Level 2	CO2
	b.	Compare a GD and a Debate and what skills are evaluated during a GD?	6	Level 2	CO2
	c.	Outline the barriers for effective verbal communication	6	Level 2	CO2
Q. 6		Answer Any two from the following.			
	a.	What are the attributes of Good and Bad workplace behavior of an employee?	6	Level 1	CO1
	b.	What are the key attributes one should keep in mind while choosing a career?	6	Level 1	CO1
	c.	What is Job Attitude and Explain any 4 job attitudes?	6	Level 1	CO1