

**VPM's**  
**DR VN BRIMS, Thane**  
**Programme: MMS (2018-20)**  
**First Semester Examination December 2018**

<b>Subject</b>	<b>Personal Grooming and Effectiveness</b>		
<b>Roll No.</b>		<b>Marks</b>	<b>60 Marks</b>
<b>Total No. of Questions</b>	<b>7</b>	<b>Duration</b>	<b>3 Hours</b>
<b>Total No. of printed pages</b>	<b>3</b>	<b>Date</b>	<b>19/12/2018</b>

	<p><b>Instructions:-</b></p> <ul style="list-style-type: none"> <li>• <b>Q. No 1</b> is compulsory.</li> <li>• Attempt <b>Any Four</b> from the Remaining Six Questions.</li> <li>• Figures to the right indicate marks in full.</li> </ul>	
<b>Q. 1</b>	<p><b>Case/Case-let Study</b></p> <p>The situation that Martin Price, 36, found himself in was rather difficult in that he needed to discipline his assistant, who had previously been his equal at work, which meant that there was already some awkwardness between them. Martin told us, "I work as a marketing manager for a large property development firm and have been employed here for eight years. When I started, there was an older marketing manager and I was hired as a junior marketing assistant. After about a year, Claire started as a junior marketing assistant alongside me. We got on well and shared the role, although I was not given a promotion at that time, I tried to share what I knew as much as possible. Claire and I got on really well and, and we had different strengths, were able to work well together."</p> <p>The issue came after the marketing manager left and it was clear that Martin would be offered the position. He continued, "I had worked at the company for longer, had more relevant experience and had taken some additional training in my own time, so it made sense that I was given the job. I did have to have an interview with the directors, after which I was offered the marketing manager position, with Claire as my assistant." Although for a while Claire tried to carry on as well as before, it quickly became clear that the change had irritated her, resulting in a very unmotivated performance.</p> <p>Martin says, "Although it was inevitable that I would receive the promotion, it seemed to change Claire's perception of her role. She started to make mistakes, come in late and was generally just a bit difficult. I spoke to my boss confidentially and she suggested waiting a month, because prior to this Claire had been very good at her job. After a month there was no change, so I asked to have a quiet chat with Claire – I didn't want it to be a verbal warning at this stage." Martin and Claire had their meeting and Martin was careful to say that Claire was a valued member of the team. He asked her if she was finding her role difficult, to which she replied that she was finding the promotion hard to handle as they had previously been more equal. Martin explained that her lack of positive performance had been noted and that they needed to iron out any difficulties so that they could move forward. Martin</p>	<b>20</b>

		concluded, “Luckily this seemed to do the trick and Claire really upped her game. I don’t think she had realised that we had noticed her change in behaviour and wanted a bit of acknowledgement for the difficult situation. The meeting also asserted me as her superior in work, which meant that we could move on and carry on with our jobs.” 1. How to manage discipline in the given scenario? 2. What correction of perception and attitude you may suggest. How?	
<b>Q. 2</b>		Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a</b>	What are different categories of listening?	
	<b>b</b>	Humour the necessary medicine to keep you motivated at workplace. Explain with relevant examples.	
	<b>c</b>	How do Postures and Gestures of body language impact the quality of communication and also perceived personality of a person?	
<b>Q. 3</b>		Answer <b>Any two</b> from the following.	<b>5x2= 10</b>
	<b>a</b>	Who should prepare resume or a cv? What is the difference? Explain them in terms of usage, age, experience and job profile with examples	
	<b>b</b>	Glen passed his 3-month probation on his new job. He really enjoys his position as food counter attendant at a busy coffee shop. Since he was hired, he has noticed that the air conditioning system hasn’t been working. He has heard some fellow workers complaining about it, but nobody has brought the situation to the supervisor’s attention. Glen is thinking about talking to his supervisor, but he is not sure that it’s a good idea, as he’s only been working there for 3 months. Please help Glen decide whether or not he should complain? Also, how can he Handle the situation very correctly and for the benefit of the coffee shop?	
	<b>c</b>	What are the barriers to effective communication?	
<b>Q. 4</b>		Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a</b>	Explain different modes of communication	
	<b>b</b>	Scenario: You’re in a meeting with your coworkers, brainstorming ideas for a big upcoming project. Most of your co-worker’s ideas are being rejected by the project leader. He seems to be waiting for that one really great idea. You think you have it, but are afraid of speaking up because the idea of speaking in front of groups is nerve-wracking for you. If your idea is chosen, it would make a great impression with your new manager. <ul style="list-style-type: none"><li>• Should you share your idea? Why or why not?</li><li>• What kind of positive self-talk can you use to increase your confidence?</li><li>• What could the team leader do to make the atmosphere more comfortable for sharing ideas?</li><li>• What can you do in the future to help co-workers feel free to share ideas?</li><li>• What can co-workers do for you to help increase your self-confidence?</li></ul>	
	<b>c</b>	Your colleague has to achieve the sales target of selling 100 policies. He has achieved the sales target of 50 and there is appraisal time he is falling short of 50 policies target. Since you are appointed in the role of counselor, what tips would you give to help him manage his stress?	

<b>Q. 5</b>		Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a</b>	Mention the tips for public speaking for the person speaking first time	
	<b>b</b>	Give tips to follow the right dress code for campus interview	
	<b>c</b>	You have got an opportunity to meet Mr Anand Mahindra for making a presentation on innovative practices of HR what and how would you prepare on presentation etiquettes?	
<b>Q. 6</b>		Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a</b>	If Robots replaced Humans then communication through gestures would be easier. What are your views? Support with examples wherever necessary.	
	<b>b</b>	What is the importance of Planning & Organizing in achieving personal effectiveness?	
	<b>c</b>	Is Indian Cricket team “a Team or a Group”? Substantiate your answer with justification	
<b>Q. 7</b>		Answer <b>Any two</b> from the following	<b>5x2 = 10</b>
	<b>a</b>	Tips for Group Discussion	
	<b>b</b>	Interview Categories	
	<b>c</b>	Effective V/s Efficient	
	<b>d</b>	Leverage points for personal effectiveness	

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<b>Q. 1</b>	<p>Case/Case-let Study (500-800 words)</p> <p>For 27 year old accounts assistant Sara Bletchley, the unspoken rules of internet use at her workplace caused her to be given a warning after she did not read the employee handbook rules on internet usage at work. Sara told us, "When I started working at the packaging company I was given a large employee handbook. The HR assistant told me that there was nothing unusual in it, so I just signed the slip to say I had read it and thought no more about it." The employee handbook contained a great deal of information about Sara's job description, the fire safety rules and all manner of other details that were largely standard. However, as Sara's previous employer was an online retailer, she had wrongly assumed that their internet usage policy was similar. She continued, "To be honest, I didn't really give it much thought. I would often surf the net on my lunch break, or send my friends emails. Although I used the internet at my desk every day, it was mainly for work and I didn't use it excessively."</p> <p>It was this assumption of what constituted 'excessive' that got Sara into trouble as the internet usage policy as set out in the employee handbook stated that only certain approved sites could be accessed during work hours – not including any retail or email sites - including lunch time. Sara explained, "I had worked there for nearly six months when I was called into the HR manager's office for what they called an 'unofficial meeting'. They said that they had been tracking which websites I had been using and saw that I often went onto a holiday booking site in work time. I explained that I had been looking to book my summer holiday and was seeing what the latest offers were, although I only did it in my lunch break. They said that this was not acceptable and showed me a list of the 'allowed websites'. When I said that I didn't realise and tried to apologise, they said that as I had signed the employee handbook document I should have known and that I would be given a formal warning!"</p> <p>Sara felt as though she was being made an example of as she was the most recent employee to join the company and, she found out later, there had been some problems with other people using the internet in work time already. She concluded, "I felt very upset by the whole thing as, rather than just let me apologise and learn from the mistake, I felt they were watching me all the time and finding any reason to criticise my performance. Luckily, the HR manager</p>	<b>20</b>

	<p>found another job and left a few weeks later and her replacement was far easier to talk to, so my written warning was taken off my file after three months, although I still don't use the internet in work time – and I wait until I get home to book holidays!"</p> <ol style="list-style-type: none"> <li>1. What should Sara do now?</li> <li>2. Was it right stand taken by the HR for taking signatures ?</li> <li>3. What solution do we offer to resolve this</li> </ol>	
<b>Q2</b>	Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a.</b> What is the difference between listening and hearing ?	
	<b>b.</b> Which quadrant of Johari Window helps us to manage ourselves ?	
	<b>c.</b> Mention some relaxation techniques to manage stress with examples	
<b>Q3</b>	Answer <b>Any two</b> from the following	<b>5x2= 10</b>
	<b>a.</b> What is the difference between cv, resume and bio-data?	
	<b>b.</b> You're talking to a friend about this: you've been working on a project for some time, you did all the surveying, the compiling, even the writing. And, it was your idea in the first place. But, someone else turned in your project with their name on it, and they got all the credit. What listening category would you use to resolve this?	
	<b>c.</b> What is your career plan? Have you made an individual career development plan?	
<b>Q4</b>	Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a.</b> Explain the seven habits of highly effective people with examples	
	<b>b.</b> You have to present yourself to Mr Ratan Tata for a presentation on new developments on artificial intelligence. What care would you take for presentation?	
	<b>c.</b> If Robots replaced humans then gestures would be more easy.Discuss.	
<b>Q. 5</b>	Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a.</b> Is Indian Cricket team "a Team or a Group"? Substantiate your answer with justification	
	<b>b.</b> Give tips to manage group discussion	
	<b>c.</b> Discuss the model of stress with examples	
<b>Q. 6</b>	Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a.</b> What is body language? Explain different modes of communication through body language when sitting in a meeting for discussion	
	<b>b.</b> Describe the characteristics of effective leader with reference to values and attitudes	
	<b>c.</b> Rodrigo and Mitchell are co-workers at a drugstore. While they are working toget her stocking a shelf, they started talking about their work. They are not happy with their new supervisor and their new shifts. Rodrigo tells Mitchell that he already	

		started applying for others jobs and suggests that Mitchell does the same. But Mitchell says that his strategy is to ignore his new supervisor. As they talk, customers are passing by and listening to their conversation. Let's help Rodrigo and Mitchell with their workplace etiquette.	
<b>Q. 7</b>		Answer <b>Any two</b> from the following	<b>5x2 = 10</b>
	<b>a.</b>	Group Dynamics Model	
	<b>b.</b>	Types of Listening	
	<b>c.</b>	Interview's – check list	
	<b>d.</b>	Pareto Principle	