

**VPM's**  
**DR VN BRIMS, Thane**  
**Programme: MMS (2019-21)**  
**First Semester Examination January 2020**

<b>Subject</b>	<b>Personal Grooming/ Personal 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>2</b>	<b>Date</b>	<b>10.01.2020</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>Marks</b>
<b>Q. 1</b>	<p>Case/Case-let Study (500-800 words)  Preetam's Fear of Public Speaking  Preetam was a business school student studying at one of the top MBA programs in the country. He was a solid student, head of a school club, and had an active social life that balanced nicely with his professional and academic one. While Preetam was on the road to being groomed as a future executive, he became more and more aware of the anxiety that accompanied him during public speaking. Simply preparing for a talk would begin to cause an adverse reaction in his body that included sweating, increased heart rate, tightness in his chest, sweating, butterflies in his stomach, and an overall uncomfortable feeling. Preetam realized that given his goal of becoming a successful entrepreneur, his career would lead him to speak in front of large groups of people. In addition, he would have to pitch his ideas to board members, top executives, and investors. Despite the idea of having to do these things caused him to be excited, execution of delivering the talks caused an unwanted response. Having heard me discussing the fear of public speaking with a friend of mine, he approached me to discuss his case further.</p> <p><b>Background Information</b>  Preetam was always a good student, and pursued his academic undergraduate studies at a competitive college in ABC Business School, Mumbai. While in college Preetam made the realization that he was attending, what he considered, an extremely <i>elite</i> university where competition would be fierce and numerous smart and talented students would surround him. From this realization, Preetam strived to stand out and be different, and thereby increased his competitiveness in order to achieve his goals.</p> <p>During his undergraduate career, Preetam was in class he was commenting on material that they had been studying when he lost his thought mid-sentence. Immediately he was unable to concentrate, calm his mind, and bring himself back to what he was initially discussing. David, eventually pardoned himself, and the class resumed their discussion without the pertinent information Preetam was unable to provide. From that moment, Preetam began to feel a sense of incompetence in public speaking. He made the association that from losing his train of thought people would think he was not smart. As a result of this incident, before public speaking Preetam would begin to</p>	<b>20</b>

	feel anxious, nervous, or hesitant instead of feeling focused, prepared comfortable, or at ease. Questions 1. What do you feel is the problem of Preetam in public speaking? 2. What rules of public speaking should he follow? 3. What analysis do you draw from his problem of public speaking? 4. Illustrate some tips to deliver effective public speaking	
<b>Q. 2</b>	Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a.</b> Demonstrate the use of 7 Habits of Highly Effective People written by Covey for your personal improvement? Can you take each habit and illustrate the application of it in your personal life	
	<b>b.</b> State the corporate dressing rules for attending an interview for male candidates and female candidates	
	<b>c.</b> What is negative body language? Explain the concept with some examples	
<b>Q. 3</b>	Answer <b>Any two</b> from the following.	<b>5x2= 10</b>
	<b>a.</b> What is Pomodoro Technique? Can you illustrate it with examples	
	<b>b.</b> How would you apply the communication steps while sitting in a group discussion process?	
	<b>c.</b> What makes a good listener? Can you list down the principles of good listening?	
<b>Q. 4</b>	Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a.</b> What makes a good speaker? How can you be a good speaker?	
	<b>b.</b> State the dos and don't's of a group discussion process	
	<b>c.</b> What are the guidelines for conducting personal interview?	
<b>Q. 5</b>	Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a.</b> Write email application to apply for job position of management trainee? What guidelines will you follow for the same?	
	<b>b.</b> Comment on the 3 pillars of effectiveness is importance, focus and value for an individual to be successful by keeping in mind your study and placement offers.	
	<b>c.</b> Explain with an example the difference effectiveness and efficiency.	
<b>Q. 6</b>	Answer <b>Any two</b> from the following.	<b>5x2 = 10</b>
	<b>a.</b> Does the Gen Y believe in preparing career plan? If Yes cite your reasons and steps for preparing a good career plan	
	<b>b.</b> Your best friend is secured second class in the examination and has lost on the job opportunity with a brand called Infosys. How would you manage the stress of your friend?	
	<b>c.</b> Can you explain the time management matrix given by Covey and explain the time waster quadrant.	
<b>Q. 7</b>	Answer <b>Any two</b> from the following	<b>5x2 = 10</b>
	<b>a.</b> What are different types of groups? Mention what type of group would you use to execute your institute's cultural festival	
	<b>b.</b> What would you prepare for a student who has a working experience of 5 years a CV or resume? State briefly what would be the components of it.	
	<b>c.</b> Your best friend has faced interview rejection and he is under a lot of stress and is struggling to get selected in the placement process. What stress management techniques would you use to help him out?	