

**VPM's
DR VN BRIMS, Thane
Programme: MMS (2022-24)
First Semester Regular Examination March 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	3	Date	10-03-2023

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, 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)

Instructions: -		Marks	BL	CO
Q. No.	Questions			
Q. 1	<p>Case Study: Why Me?</p> <p>The past few months have been gloomy for the technology sector as several big tech firms have carried out massive layoffs. Tech giant Google is also learnt to have sacked around 450 employees across various departments in India. The sudden layoffs have prompted several employees to express their grief and share their stories about their time at the tech giant.</p> <p>Impacted by the job cut, a Google India employee, hailing from Hyderabad, who worked as Digital media senior associate at the company, shared his ordeal on LinkedIn.</p> <p>His post reads, "Saturday Morning I skipped a heartbeat when I got a pop-up email notification on my phone stating email was from Google Operations Center. I have been affected by a layoff - workforce reduction at Google Operations Center. One of the most valuable esteemed companies. I was a proud #Googler and will always be... I had a very first question why me though I was star performer for month still why me? And I see there was no answer at all!"</p> <p>Sharing how the layoff has affected him, he wrote, "My salary is half for 2 months! My financial plans are completely ruined! This took place on Saturday and it took me two days to get the strength to jot this down and now I have to fight back for survival."</p> <p>The former Google employee also urged people on LinkedIn to suggest a better opportunity available for him. He said, "If my connections could react to this it would help me reach out any better opportunity. May all the people fighting the battle of layoff find a way to fight the inner battle and also survival battle."</p>			

	<p>Aakriti Walia, a Google Cloud program manager based in Gurugram, who recently celebrated her 5-year-Googleversary at the firm was also laid off. She expressed how the "access denied" message on her computer left her numb.</p> <p>In January, Alphabet Inc announced that it was eliminating about 12,000 jobs or six per cent of its workforce. Some of the staff realised they lost their jobs when they were unable to access the systems. CEO Sundar Pichai told staff in a memo that the firm had reviewed its products, people and priorities, leading to job cuts across geographies and tech.</p>				
	a.	Assume you are in the place of HR who has to communicate about the layoff to its employee, Analyse different modes of communication and conclude which mode of communication would you prefer?	6	Level 4	CO4
	b.	Do you think communicating employee through email about layoff is an appropriate way of communication? Justify your answer	6	Level 5	CO5
Q. 2	Answer Any one from the following.				
	a.	Covid-19 brought in lot of changes especially the way people worked. Conference rooms in offices are now empty and people are connecting with each other through zoom meetings. Coffee breaks are no more interesting as employees are enjoying their coffees alone at home. Do you feel this would help people to work in teams as they earlier use to. Recommend how can people still stay connected and communicate with each other.	6	Level 5	CO5
	b.	You are a team manager with a team of 15 employees working under you. Over the time you have observed that motivation of your employees is getting low and they are not coordinated well to work together. They try to put the work on each other and make delay in finishing the task. Decide the activities you would conduct to make your team coordinated and functional.	6	Level 5	CO5
Q. 3	Answer Any one from the following.				
	a.	Assume your boss gave you negative feedback about your work in front of your peers and subordinates and you felt very bad about the same. How would you deal with this situation?	6	Level 4	CO4
	b.	Examine any 3 aspects of Personal Grooming and suggest what changes would you bring to improve yourself.	6	Level 4	CO4
Q. 4	Answer Any two from the following.				
	a.	<p>Kiara is a postgraduate psychology student with acute anxiety disorder. She developed this at the end of her second year of undergraduate studies. As a consequence, her weakness didn't have an impact on her choice to study psychology, and she chose not to disclose it to her university.</p> <p>Her experiences impacted on her studies in several ways. She felt consistently in a state of anxiety, and at times would have panic attacks. She found it difficult going into busy places such as the student union, which together would make her feel isolated. In addition, Kiara encountered difficulties in lectures: Toward the end of her degree, she nearly left the course altogether, as alongside the above difficulties she started feeling unable to concentrate on her coursework, even at home, which she feels impacted on her examination results.</p> <p>Kiara doesn't feel that studying psychology conferred any positive benefits in relation to her condition; she sees the two as separate. When she attended mental health-related lectures or seminars, she felt very uncomfortable:</p> <p>Psychology lecturers and tutors were unable to offer help, since Kiara did not disclose her condition to the department. She chose to disclose to close</p>	6	Level 3	CO3

	<p>friends, who gave her the support that she needed at times: “If it was not for the support of my close friends I would not have got through my degree”. Kiara did try the university’s counselling service, but they were only able to offer short term counselling and she was told she needed more substantial counselling support.</p> <p>Considering the situation of Kiara and Identify and suggest the stress management techniques you would recommend her to solve this problem.</p>			
	<p>b. Diana went through her pile of “to-do” lists, checking off item after item. Done, done, done, done, done, done. With each flick of the pen, one more task was lifted from her shoulders. Then she copied the tasks that remained on to a new list:</p> <p>To Do List: get status of annual sponsorships write personal thank you’s from last event recruit new leaders from community (must!) ensure the training for gala volunteers is done this week submit budget report to National Office, which was due...like, yesterday... meet with staff to brainstorm ideas to sell annual sponsorships.</p> <p>She paused in dismay. These were all the most critical priorities! What had she been doing when she should have been completing these tasks? She glanced at her outlook schedule; yesterday there was that meeting with Tony that she really didn’t have to go to.</p> <p>Then she and Shelley spent the rest of the morning discussing the office supply situation. She had a meeting with Lisa to help her with the revenue report and Major Donor prospect plan. That and promptly returning e-mails during lunch, took better part of the afternoon. She had done everything she was supposed to in using her time better: made schedules and “to-do” lists, screened her calls and returned them all at once - and now everyone else was going home, and she hadn’t even really started! What was the point of all her careful time management when she still was overworked and left hectic at the end?</p> <p>Applying the concept of quadrant of time management suggest how can Diana utilize the quadrant to manage her time effectively to finish the tasks?</p>	6	Level 3	CO3
	<p>c. Why do people join team? Select and explain an example where working in team has benefited you?</p>	6	Level 3	CO3
Q. 5	Answer Any two from the following.			
	<p>a. Explain the positive and negative roles one play’s during a GD</p>	6	Level 2	CO2
	<p>b. Outline the important things should you keep in mind while making your Resume?</p>	6	Level 2	CO2
	<p>c. Illustrate the common mistakes which one should avoid during an interview?</p>	6	Level 2	CO2
Q. 6	Answer Any two from the following.			
	<p>a. What do you mean by Attitude and give example of workplace attitude?</p>	6	Level 1	CO1
	<p>b. What the common barriers to effective communication?</p>	6	Level 1	CO1
	<p>c. What attributes should one take care of while building a personal image?</p>	6	Level 1	CO1