

USN

Course Code 2 2 M B A H R 4 0 2

Fourth Semester MBA Degree Examinations, October/ November 2025

PERSONAL GROWTH AND INTERPERSONAL EFFECTIVENESS

Duration: 3 hrs

Max. Marks: 100

- Note:*
1. Answer any FOUR full questions from Question No. 1 to 7.
 2. Question No. 8 is compulsory
 3. Missing data, if any, may be suitably assumed

<u>Q. No</u>	<u>Question</u>	<u>Marks</u>	<u>(RBTL:CO:PO)</u>
1	a. Explain about the term personal growth.	03	(2:1:1)
	b. Explain various aspects of self-esteem and self-awareness in personal growth of individual.	07	(2:1:2)
	c. Elucidate on George Valliant concept of defence mechanism concept in detail.	10	(2:1:1)
2.	a. Generalize about the term Neuro linguistic programming.	03	(2:2:2)
	b. Summarize Type A and B used in identifying of type of personality.	07	(2:2:3)
	c. Examine the creativity process with suitable example.	10	(3:2:2)
3.	a. Illustrate with an example about personal change.	03	(3:3:2)
	b. Examine the term habit formation and locus of control with types in detail.	07	(3:3:4)
	c. Identify the Stephen covey's habits for personal effectiveness.	10	(4:3:3)
4.	a. Explain about the term Interpersonal relations.	03	(4:4:4)
	b. Analyze about the concept of conflict resolution process.	07	(4:4:3)
	c. Explain the overall negotiation process with suitable example.	10	(4:4:4)
5	a. Discuss about group relations conference in personal growth.	03	(4:5:5)
	b. Asses the ego states of transactional analysis with suitable example.	07	(4:5:4)
	c. Elucidate in detail about discovering the interpersonal orientation through FIRO-B.	10	(4:4:5)
6.	a. Explain about divergent and convergent thinking.	03	(4:2:3)
	b. Analyze various blocks to creativity.	07	(4:2:2)
	c. Asses the six thinking hats used as problem solving tool.	10	(4:2:5)
7.	a. Explain about the term "social adjustments"	03	(2:3:4)
	b. Elucidate on T group sensitivity training.	07	(4:5:3)
	c. Examine the time management and honouring the commitments.	10	(4:4:5)

Note: (RBTL - Revised Bloom's Taxonomy Level: CO - Course Outcome: PO – Programme Outcome)

Case Study

Resolving a Design Team Conflict Using MBTI

At *BrightEdge Advertising*, the design team was facing tension between two key members: **Arjun**, an **ESTJ** – structured, decisive, and results-focused – and **Mehak**, an **INFP** – reflective, empathetic, and driven by creative ideals.

Arjun often grew impatient when Mehak spent extra time perfecting designs, while Mehak felt pressured by Arjun’s rigid timelines, believing it compromised artistic quality. The HR manager suggested using the MBTI framework to understand their work styles.

The session revealed that Arjun’s **Thinking–Judging** traits pushed him toward efficiency and measurable outcomes, while Mehak’s **Feeling–Perceiving** traits valued flexibility, exploration, and emotional impact. Once they understood these differences, Arjun began allocating more “creative buffer time” in project schedules, and Mehak agreed to set clear milestones to avoid delays.

Over the next quarter, their projects ran smoother, creativity was preserved, and both reported higher job satisfaction — proving how MBTI awareness can turn conflict into collaboration.

- | | | | |
|----|--|-----------|----------------|
| a. | Assess the case and summarize it to look at conflict arose. | 10 | (4:4:2) |
| b. | Evaluate how the MBTI framework contributed to resolving the conflict between Arjun and Mehak. | 10 | (4:2:3) |

** ** *