



Reg. No.

--	--	--	--	--	--	--	--	--	--

CRE 451

**Second Semester M.Com. (HRD) Degree Examination,
September/October 2022
(Choice Based Credit System)
COMMERCE
Personal and Interpersonal Effectiveness (Open Elective)**

Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer **any four** questions out of seven. **Each** question carries **10** marks.

Answer to **each** question should **not** exceed **4** pages.

(4×10=40)

1. What are the elements of interpersonal effectiveness ? Explain, how to build effective Interpersonal relationships in the workplace.
2. Discuss, how self-concept is considered to be an important element in shaping individual character in a group ? Also explain with example forms of self-image an individual may have.
3. Discuss, how do core values of employees form foundation for an effective workplace. How the values are nurtured among the employees ?
4. Explain with example the problem identification and solving process in organizations.
5. Explain implications of Transactional Analysis in building employee relationship.
6. Describe the various approaches an organization can employ in employee stress management.
7. Discuss the behavioural interventions and reasons because of which a qualified candidate may not be successful at an interview.

SECTION – B

Answer **any two** questions out of three. **Each** question carries **15** marks.

Answer to **each** question should **not** exceed **7** pages.

(2×15=30)

8. Discuss the importance of team building and explain the different stages of team building to make teams “to deliver successful result”.
 9. How personality development is influenced by culture ? Explain the determinants of an individual personality.
 10. How opinions, attitudes and beliefs influence the communication ? Explain and illustrate the ways in which viewpoints can change communication.
-