

5. A key barrier to team development is:
- (a) A strong matrix management structure
 - (b) When major problems delay the project completion date or budget targets
 - (c) When team members are accountable to both functional and project managers
 - (d) When formal training plans cannot be implemented
6. If a trait theory of leadership were true, then all leaders would possess
- (a) Charisma
 - (b) The same traits
 - (c) Different traits
 - (d) Seven traits
7. Stress management prevents _____.
- (a) Psychological disorders
 - (b) Behavioral problems
 - (c) Both of the above
 - (d) None of the above

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8. The internal stress caused by _____
- (a) Pent-up worries
 - (b) Laziness
 - (c) Survival stress
 - (d) Experiences
9. Communication begins with _____.
- (a) Encoding
 - (b) Idea origination
 - (c) Decoding
 - (d) Channel selection
10. When we don't take with our mouths full of food, that is _____.
- (a) Strange
 - (b) Good manners
 - (c) Silly
 - (d) Painful

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[P.T.O.]



PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Explain the importance of personality development.

Or

- (b) Write a short note developing self awareness.

12. (a) Explain the advantages of self monitor.

Or

- (b) What are the three components of forming attitudes?

13. (a) State the importance of team building.

Or

- (b) Point out the negotiation process.

14. (a) What is Johari Window Model?

Or

- (b) How to develop emotional quotient?

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15. (a) Explain the importance of table manners and etiquette.

Or

- (b) List out the personality traits required for group discussions.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Discuss the theories of personality.

Or

- (b) Explain the importance of SWOT analysis.

17. (a) Discuss the perception process.

Or

- (b) Explain the methods of attitude change.

18. (a) Explain the leadership theories.

Or

- (b) What is conflict? Explain its types.

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19. (a) Explain the barriers to communication.

Or

(b) Enumerate the types of transactions.

20. (a) What is interview? Explain types of interview skills.

Or

(b) Discuss the process of group discussion.



