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**RB-1757**  
**Third Year B. B. A. Examination**  
**April/May - 2010**  
**Personality Development**

Time : Hours]

[Total Marks : 70

**Instructions :**

(1)

<p>नीचे दशांश देव निशानीवाणी विगतो उत्तरवही पर अवश्य कपनी. Fillup strictly the details of signs on your answer book.</p> <p>Name of the Examination : T. Y. B. B. A.</p> <p>Name of the Subject : Personality Development</p> <p>Subject Code No. : 1 7 5 7 Section No. (1, 2,.....): Nil</p>	<p>Seat No. : □ □ □ □ □ □ □ □</p> <p>Student's Signature</p>
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(2) Answer any **five** of the following questions.

(3) All questions carry **equal** marks.

- 1 (a) Your businessman friend wants to buy a 'Cell phone' for himself. Help him in deciding by using the process of decision making. 7
- (b) Discuss the objectives and principles of 'Time Management'. 7
- 2 (a) Explain 'Johari Window' with the help of a diagram. 7
- (b) Describe various leadership traits required by a manager. 7
- 3 (a) Explain different stages of counselling. Discuss the requirements of effective counselling. 7
- (b) Discuss the problems faced by organizations in promoting creativity at work place. 7
- 4 What is meant by 'Team'? Briefly state the importance of teamwork in organizations. What measures should be taken to build 'Effective Teams'. 14

- 5 Write short notes on any two : 14
- (a) Resistance to Change
  - (b) Concept of SMART goal setting
  - (c) Process of Creativity
  - (d) Rapport Building.

- 6 Read carefully the following case and answer the questions following it : 14

*Case :*

*Penguins In Car*

In California, a man drove up to a petrol pump to fill his gas tank. The gas station attendant noticed three penguins in the back seat of the car and, curious, asked about them.

"I don't know how they got there," the driver said. "The penguins were there when I took the car out of the garage this morning."

The attendant thought for a moment. "Why don't you take them to the zoo?"

"Good idea," the driver said and drove away.

The next day, the same man returned to the gas station. In the back seat were the same three penguins, but now they wore sunglasses.

The attendant looked at the car in surprise, "I thought you took them to the zoo!" she exclaimed.

"I did," the driver said. "And they had such a good time that today I decided to take them to the beach."

*Questions :*

- (a) "The exchange of information and the transmission of meaning is called communication." - Explain with the help of above case. Also clarify the communication problems between the driver and the gas station attendant.
- (b) Comment on the creative characteristics of the driver.