

(070030102)

M.Com. DEGREE EXAMINATION, NOVEMBER 2017

THIRD SEMESTER

Branch: Commerce

Paper I — PERSONALITY DEVELOPMENT AND SOFT SKILLS

Time : 3 Hours

Max. Marks : 70

SECTION- A

Answer any FIVE of the following question. Each questions carries 4 marks.

(Marks : 5 × 4 marks = 20 marks)

- (a) Personality
- (b) Intellectual Determinants of Personality
- (c) Listening
- (d) Feedback
- (e) Mentoring
- (f) Coaching
- (g) Negotiation
- (h) Conflicts
- (i) Goals
- (j) Interpersonal skills

SECTION - B

Answer FIVE the following question ONE from each Unit.

(Marks : 5 × 10 marks = 50 marks)

UNIT I

- (a) What is Emotional Intelligence? How would you acknowledge the individual differences?

Or

- (b) Explain the Psycho-dynamic and trait theory of personality.

[P.T.O]

UNIT II

3. (a) What is self awareness? Explain the skills in self awareness and management.

Or

- (b) What is communication? Explain the role of communication in personal development.

UNIT III

4. (a) What is delegation? Explain the role of delegation in empowering people.

Or

- (b) What is leadership? Explain the various types of leadership styles.

UNIT IV

5. (a) How do you build an effective team? Explain the growing popularity of team in Indian organisations.

Or

- (b) Explain the steps in the process of creative problem solving.

UNIT V

6. (a) What is self esteem? Explain the steps to build positive self esteem.

Or

- (b) What is attitude? Explain the steps in building positive attitude.
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