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(Do not write anything on question paper except Roll No.)
[This paper consist of ONE Page]

Jagan Institute of Management Studies
End-Term Examination, December, 2016 – January, 2017
Trimester V – PGDM/PGDM (RM) 2015-17

Managerial Competence & Personal Growth
ET_PG/RM_MPCG_2712

Time: 3 Hrs.   *M. Marks: 70*

INSTRUCTIONS: Attempt any FIVE questions including Q1 & Q7 which are compulsory.

Q 1 **a)** Explain transactions along with stimulus and response.
  b) Evaluate Berne's Three Ego States & how they are different from each other.
  c) Importance and application of Transactional analysis.   **16**

Q 2 Define competency management? Design Competency mapping for Project Manager role in IT organization   **12**

Q 3 Differentiate between behavioral and job specific competencies with example taking any finance role.   **12**

Q 4 Emotional Intelligence is required for leading & influencing teams. Explain with suitable examples.   **12**

Q 5 MBTI is effective selection tool while hiring leadership roles. Explain the statement   **12**

Q 6 Johari Window is a self-discovery tool and also can be used to evaluate team effectiveness. Provide relevant examples in support of this statement.   **12**

Q 7 Annette Berg, a Senior Software Engineer in ABC Corporation was super performer. She was known for her IT application & testing knowledge and bagged few famous awards in ABC Corp. Recently, she got promoted as youngest team leader to lead critical project from US client. Soon it was observed that few tenured team members were having hard time in accepting Annette as manager as she is a hard task master. Hence, performance and key deliverables of the team started impacting. Annette was given feedback to support her team effectively but results were insignificant. One day, Annette had submitted her resignation.
  a) What efforts, you as manager of Annette, would suggest to retain and improve her managerial skills
  b) Do you think, Counseling can bring great results in effective team management? Explain in light of above case.   **18**

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