

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted during the academic year 2023 -2024 & thereafter)

M.A. DEGREE EXAMINATION, NOVEMBER 2024
HUMAN RESOURCE MANAGEMENT
THIRD SEMESTER

COURSE : ELECTIVE
PAPER : MANAGING INTERPERSONAL EFFECTIVENESS
SUBJECT CODE : 23HR/PE/MI15
TIME : 3 HOURS

MAX MARKS : 100

Q. No.	SECTION A	CO	KL
	Answer ALL questions in 50 words. (10 x 2 = 20 marks)		
1.	Define perception.	CO1	K1
2.	Recall the significance of self-monitoring.	CO1	K1
3.	How do you address the barriers to communication?	CO1	K1
4.	Show the pros and cons of Transactional Analysis.	CO1	K1
5.	Name the ego states.	CO1	K1
6.	Summarize the components of attitude.	CO2	K2
7.	List down qualities of a good speaker.	CO2	K2
8.	What is empathy?	CO2	K2
9.	Mention the strategies for time management.	CO2	K2
10.	Outline NLP.	CO2	K2
Q. No.	SECTION B	CO	KL
	Answer any TWO questions from each K level not exceeding 600 words. (4 x 10 = 40 marks)		
11.	Identify the determinants of personality.	CO3	K3
12.	Apply the components of emotional intelligence to build interpersonal relations.	CO3	K3
13.	Make use of T-group sensitivity training to build interpersonal skills among employees.	CO3	K3
14.	Classify different types of business communication.	CO4	K4
15.	Analyze the Johari window to reveal new insights and opportunities for self-awareness.	CO4	K4
16.	Discover the tools and tips to write an assertive business letter.	CO4	K4
Q. No.	SECTION C	CO	KL
	Answer any ONE question from each K level (2 x 20 = 40 marks)		
17.	Assess various impression management techniques in interpersonal communication.	CO5	K5
18.	Evaluate various underpinning attitude theories to understand human personality.	CO5	K5
19.	Develop FIRO-B model to understand interpersonal behavior and group dynamics in an organization.	CO5	K6
20.	Investigate various nonverbal communication cues in building relationships and conveying meaning in personal and professional settings.	CO5	K6
