

5. Define Personality Development. Explain in detail the various techniques of Personality Development.
6. What do you understand by the term 'Interpersonal Skills' ? Why are they needed ? Discuss the various ways to improve Interpersonal Skills.
7. Explain the term 'Stress'. What are the possible sources of stress in an organization ? Discuss the strategies adopted to cope with stress in an organization.
8. Define Group Dynamics. What are the different types of groups ? Discuss the various stages of Group Development.

Exam. Code : 115304
Subject Code : 4640

B.Com. (Financial Services) 4th Semester
LEADERSHIP & PERSONALITY DEVELOPMENT
Paper—II

Time Allowed—2 Hours] [Maximum Marks—50

Note :— There are *eight* questions of equal marks.
Candidates are required to attempt any
four questions.

1. Define Leadership. Critically evaluate Hersey and Blanchard's Situational theory of leadership.
2. What is the meaning of the term 'Morale' ? Discuss its importance. Outline the methods of improving employee morale in a company.
3. Explain the concept of Conflict Management. Discuss the various steps to deal with and resolve a conflict in an organization.
4. What is meant by Decision Making ? Discuss the various kinds of decisions commonly made within an organization. Suggest some ideas for improving Decision Making process.