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**POST GRADUATE DIPLOMA IN GLOBAL
BUSINESS LEADERSHIP (PGDGBL)**

Term-End Examination

December, 2012

**MGB-005 : PERSONAL DEVELOPMENT AND
EFFECTIVE LEADERSHIP**

Time : 3 hours

Maximum Marks : 100

*Note : (i) Attempt any five questions.
(ii) All questions carry equal marks.*

1. Describe the functions that communication provides within a group or organisation. Give an example of each. **20**
2. Enlist different types of communication methods that exist in organisation. Illustrate. **20**
3. "Ineffective communication is the fault of the sender". Do you agree or disagree ? Discuss. **20**
4. What is grapevine ? How might managers use the grapevine for their benefit ? **20**

5. List and describe the process variables associated with effective team performance. How do effective teams minimise group thrill ? 20
 6. What are the implications if leaders are inflexible in adjusting their style ? 20
 7. Identify the steps in the negotiation process. 20
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