

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

Term-End Examination

December, 2010

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

Time : 2 hours

Maximum Marks : 50

Note : Attempt any four questions, all carry equal marks.

1. Explain the 'Seven Communication Roadblocks' 12½ along with examples.
2. Discuss about the Non-Verbal symbols in the 12½ process of communication with illustration.
3. Describe about the concept of communicating 12½ across cultures.
4. Enlist the features of a good and effective business 12½ presentation.
5. Describe the process variables associated with 12½ group thinking and its effectiveness.
6. Identify the factors affecting use of grapevine. 12½