

**UNIVERSITY OF COLOMBO, SRI LANKA**

**FACULTY OF MANAGEMENT AND FINANCE**

**Bachelor of Business Administration (Level II – Semester VI) Examination - 2018**

**HRM 2207 – Personality Development**

**Two (02) Hours**

**Answer All Questions**

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1. i. What is Personality? Define it in your words.  
(05 Marks)
- ii. Discuss the importance of developing your personality.  
(10 Marks)
- (Total 15 marks)**
2. Name three (03) personality theories discussed in the class and explain one of them.  
(Total 15 marks)
3. i. Name five (05) positive interpersonal skills a person should have in their general life.  
(05 Marks)
- ii. Describe the Johari Window model with examples.  
(15 Marks)
- (Total 20 marks)**
4. i. Why is Time Management important for a manager? Discuss.  
(10 Marks)

- ii. Write five (05) basic rules of telephone etiquette you need to follow when you are communicating with someone through telephone.

(05 Marks)

**(Total 15 marks)**

5. i. Define Negotiation in your words.

(03 Marks)

- ii. Name the types of Negotiations you have learnt in the class.

(02 Marks)

- iii. Why do negotiations fail? Give reasons.

(10 Marks)

**(Total 15 marks)**

6. i. Name ten (10) good Table etiquette rules.

(05 Marks)

- ii. What are the major types of personality disorders and the personality disorders identified under them?

(05 Marks)

- iii. Explain a one personality disorder you have discussed in the class room.

(10 Marks)

**(Total 20 marks)**

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