

# **UNIVERSITY OF COLOMBO, SRI LANKA**

## **FACULTY OF MANAGEMENT AND FINANCE**

Bachelor of Business Administration (Level II – Semester VII)  
Examination – July 2017

### **HRM 2207 – Personality Development**

**Two (02) Hours**

**Answer Four (04) questions in total, including question No. 01**

---

**1.**

- i. Behaviour of a person is different from person to person. Do you agree? Explain.  
(06 marks)
- ii. Explain your own life experiences on defense mechanisms with reference to Freud's theory.  
(12 marks)
- iii. Briefly explain Id, Ego and Super Ego as explained by Freud.  
(12 marks)
- iv. Briefly explain your personality type according to MBTI Model.  
(10 marks)

**(Total: 40 marks)**

- 2.** Nimali who recently graduated from University, participated in an interview conducted by XYZ PLC. The talent acquisition manager was not happy about how she faced the interview and decided not to select her. He has observed that Nimali had following failures:

- She was not well-prepared for the interview.
- Used poor non-verbal communication methods.

- i. What are the possible errors she might have done on the above two points. List five errors for each and give suggestions to avoid such errors in future.  
(10 marks)

- ii. The interviewer asked her to differentiate between self-esteem and self-confidence and to explain the characteristics of a person with high self-esteem.  
If you were Nimali, what would be the answer given at the interview?  
(10 marks)

**(Total: 20 Marks)**

3. "Stress could be positive or negative and the warning signs of stresses could be classified as emotional, cognitive, physical and behavioural."

- i. What are the warning signs and symptoms of stress you have experienced under emotional, cognitive, physical and behavioural categories? List down two points under each category.

(02 x 4 = 08 Marks)

- ii. Briefly explain two techniques that you could use in order to reduce the stress level.

(12 marks)

**(Total: 20 Marks)**

4.

- i. List down the seven universal facial expressions.

(08 Marks)

- ii. Write down the meaning of the following gestures.

Gesture	Meaning
Walking with hands in pockets, shoulders hunched	
Rubbing hands when talking with someone	
Rubbing the fingers	
Rubbing the eye while talking	

(12 Marks)

**(Total: 20 Marks)**

5.

- i. How should a person maintain personal space?

(10 Marks)

- ii. Briefly explain five important telephone etiquettes to make a great first impression.

(10 Marks)

**(Total: 20 Marks)**

6.

- i. What are the critical elements that need to be considered in a negotiation?

(08 Marks)

- ii. Briefly explain the common negotiation techniques.

(12 Marks)

**(Total: 20 Marks)**

---