COURSE CODE (CREDITS): 21B11HS312(1)   MAX. MARKS: 25

COURSE NAME: Interpersonal Dynamics Values and Ethics

COURSE INSTRUCTORS:Triambica Gautam&Dr. Tanu Sharma   MAX. TIME: 1 Hour and

30 Minutes

Note: All questions are compulsory. Marks are indicated against each question in square

brackets.

Answer questions 1 and 2 on the basis of the following case study.
Maria sat in the bright sunshine on the patio of her favourite Montreal deli waiting for her friend
to join her for lunch. While waiting, she thought about her career options. Maria had finished her
last exam for her honors business degree only five weeks earlier. She was graduating at a time
when downturns in the energy and manufacturing sectors impacted both the overall economy and
the job market. In addition, parts of the economy had yet to recover from the worldwide financial
crisis of 2008 and consumer spending was down. The trickle-down effects impacted hiring of
entry-level workers in industries from consumer packaged goods to insurance, banking, natural
resource extraction, even the retail sector. Many new business graduates struggled to find work
of any kind.
She had originally planned to go into international development after completing her degree. She
was especially interested in programs that helped develop entrepreneurship skills in
economically disadvantaged areas. She had spent the last six months of her degree sending
letters to aid agencies and educational organizations, and discovered it was much more difficult
to enter the field than she had imagined. She found herself competing with job candidates who
spoke four or five languages, had worked as entrepreneurs themselves, and had extensive
volunteer experience in the developing world. She only spoke two languages and had never run a
business or travelled abroad.

While pondering that, Maria found out her mother had been diagnosed with ovarian cancer.
Treatment would be lengthy and difficult, and Maria wanted to be home in Montreal for the next
year or two to help out. She decided to try and find a job that would help her to develop skills
that would let her realize her ultimate career goals while also
supporting herself and her mother. After an intensive five-week search (well, more like four
weeks—she had been a zombie for a week after finally finishing her last exam), Maria was
pleasantly surprised to find that she had gotten three different job offers. None were exactly what
she had envisioned herself doing, but she couldn't really afford to be picky.
The first job offer was from a call centre that handled customer care for a large cell and Internet
service provider. She would answer calls and help resolve customer complaints about service and
billing. The job didn't pay very well, just minimum wage, but she could have been upset to see
women drivers too. That doesn't mean we pander to it. ...Ultimately, the decision is yours. You
know I want to keep our company out of the press, that is the most important thing. But we also

have to consider who we are as a company and the messages we send." Etienne went home and gave the matter a lot of thought. Finally he decided to ...

Q1. What perceptual biases might be influencing Etienne's perspective about Duane as a job candidate and how might perceptual biases and decision-making biases influence Etienne's decision making? (CO2) [5]

Q2. What might help Etienne make the optimal decision in this situation? Explain your answer. (CO3) [5]

Q3. Explain how a newly selected group of sportspersons is made into a team using the example of any game of your choice. How does this conversion from group to team effect the performance of these sportspersons? (CO3) [5]

Q4. How does the MBTI model classify personality? What is the utility of this classification to any professional? (CO2) [5]

Q5. Evaluate the Indian culture on Hofstede's model. How does this evaluation help anyone working in India? (CO2) [5]