

Part A

① Economies of Trust are the indicator levels of speed of trust and cost incurred with respect to trust increasing or decreasing

$$\begin{array}{ccc} \downarrow & = & \downarrow \quad \uparrow \\ \text{Trust} & & \text{speed} \quad \text{Cost} \\ & & \text{of} \\ & & \text{gaining trust} \\ \uparrow & = & \uparrow \quad \downarrow \\ \text{Trust} & & \text{speed} \quad \text{Cost} \end{array}$$

② Answer Dr William Schutz was the originator of FIRO-P FIRO-B® model in 1958.

Answer 3 Parallel thinking is a thinking process in which the focus is split into multiple directions of interest. Parallel thinking is better than adversarial thinking in which the latter involves bringing down the other.

Answer 4 - Conflict resolution is a way for two or more parties to find a peaceful & agreement solution for a dispute among them.

An attempt is made for resolving the conflict from first principles.

Q-1 Withdrawal behaviours

- ① The person assumes that he/she understands the problem.
- ② The person breaks promises.
- ③ The person is proud and arrogant and always look for his/her own self interest.
- ④ They give no feedback and have not aligned approach towards growth.

Q-2 Opposite and Counterfeit behaviours of Confront Reality

Ans Confront Reality means meeting issues head on and have the power to face tough stuff directly.

Opposite → To ignore reality and act as though it does not exist at all. The person goes 'in denial' if there arrives a tougher situation.

Counterfeit - This personality focuses attention on side issues while not addressing the real problem. They skirt the real issues.

Both the personalities can be improved by courageously leading in conversation.

Q-3

Hidden Self

This is the information in Johari window about you that you know and others don't know. This includes sensitivities, fear, hidden agendas and many manipulative intentions that person doesn't reveal in the course of time. If this area is too large, the person seems to lack authenticity. This area can be extended to open area by self-disclosure and seeking feedback.

Q-4

Difference between Green Hat and Yellow Hat
Ans Yellow Hat - This hat signifies optimism and looks for benefits, positive whenever accomplishing an task. In order to thoroughly understand the task and requires deliberate effort and time. This invokes new directions and areas of creativity.

Green Hat - This hat symbolizes growth, creativity and new ideas. This explores new possibilities while yellow hat looks for value being provided after the task is completed. This new way of thinking often result in better outcomes and helps all move forward.

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Q-5 character and competence

Ans Trust comes from both character and competence. Whenever there is a solid

foundation of both character and competence, you have the building blocks set for credibility. character → character defines your traits | actions | thinking abilities when subjected to different situations.

Competence → This defines your ability to ~~fear~~ take challenging problems and focus on analytic skills based on collaboration.

* Part-C Answer questions in

Answer-1 signs of low Emotional Intelligence

Emotional intelligence is defined as balancing intelligence with stimuli responsible for inducing emotions. A high emotional intelligence always signifies a better balance b/w true to self and acting responsibly.

Signs of low EI →

- ① The person lacks confidence in presenting ideas to others.
- ② There is very little emphasis on people focused collaboration.

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③ The person is unable to cope with situations of high stress and rapid pace of change.

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④ Lack of self-awareness and their knowing of what to do next.

⑤ Lack of good relationships and uncomfortable being subjected to extreme conditions.

Ans 2 Explain the various sources of conflict -

① Being proud and arrogant - Not listening to other party and always thinking about self interest is one primary reason for conflict.

② No compromising → The two or multiple parties try to be stubborn about their ideologies making conflict resolution difficult.

③ No negotiation → No party tries to negotiate to arrive at a solution.

④ Poor communication - Both the parties can sometimes never express openly leading to a source of conflict.

⑤ Fear of failure/losing - often a times, person gets a fear of failing whenever there is a conflict. So, always try to introspect from bottom up.

⑥ Fear of judgement → The fear of losing also comes with a judgement from society. And can lead to several misconsequences.

Answer-1 Explain the steps with examples to increase credibility.

Increasing credibility comes along with ways of increasing →

(a) Integrity → The idea here is to keep commitments to yourself and be open to your needs, goals, aims in life. The person should stand for something for increasing credibility.

(b) Intent → The person needs to refine and examine life motives. We should be clear on our intention of doing work. We should sit and have abundance of options to make life decisions.

Eg- Clear + I want to finish this book by weekend

(c) Capabilities - One should be aware of their strengths and weaknesses and always have a positive outlook to increasing credibility. Know where we are going. Make sure we are efficiently using our capabilities.

(d) Improve Results -

One should be responsible for their results and seek for feedback for improving throughout the life. One should expect a 'win-win' deal and finish strong to improve credibility. One should always look for ways of gaining other's trust.

Eg- 50% increase of customer satisfaction.

Part D Answer Explain the technique of idea generation using random numbers-

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Answer Idea generation sparks creativity.

Steps for idea generation using Random numbers-

Step 1 first select mutually exclusive words eg-fridge, cheetah, etc and ask people to choose from them.

Step 2 Now ask people to generate sentences out of the words.

Step 3 Use the stimulus you have collected and furnish ideas.

There can be multiple directions one can go into and that's the true beauty of randomness. If multiple experiments are run, one can pool the results and get better results.

Thanks Sayam