



- 5 Write short notes on any two : 14
- (a) Resistance to Change
  - (b) Concept of SMART goal setting
  - (c) Process of Creativity
  - (d) Rapport Building.

- 6 Read carefully the following case and answer the questions following it : 14

*Case :*

*Penguins In Car*

In California, a man drove up to a petrol pump to fill his gas tank. The gas station attendant noticed three penguins in the back seat of the car and, curious, asked about them.

"I don't know how they got there," the driver said. "The penguins were there when I took the car out of the garage this morning."

The attendant thought for a moment. "Why don't you take them to the zoo?"

"Good idea," the driver said and drove away.

The next day, the same man returned to the gas station. In the back seat were the same three penguins, but now they wore sunglasses.

The attendant looked at the car in surprise, "I thought you took them to the zoo!" she exclaimed.

"I did," the driver said. "And they had such a good time that today I decided to take them to the beach."

*Questions :*

- (a) "The exchange of information and the transmission of meaning is called communication." - Explain with the help of above case. Also clarify the communication problems between the driver and the gas station attendant.
- (b) Comment on the creative characteristics of the driver.