

MBA Degree (FT) IV and (PT) VI Semester End Semester Examination- June, 2022
20-371-0446/16-372-0642: Managing Interpersonal and Group Processes
(Regular)

Time: 3 Hours

Max Marks: 50

PART-A

Answer ALL questions. Each question carries 2 marks

1. Differentiate Between Group and Team.
2. Analyse the differences between Tactical Teams and Problem-Solving teams.
3. List out the sources of Interpersonal Conflict.
4. What is your understanding about client centered counselling?
5. Identify the factors that create group synergy.

(5X2=10 marks)

PART-B

Answer ANY FIVE Questions. Each question carries 4 marks

6. Analyse the stages through which a group formation process passes through.
7. Explain the dynamics of informal groups.
8. Differentiate between social loafing, social facilitation and deindividuation.
9. Interpret factors that may lead to the dysfunctions of groups and teams
10. Critically analyse the applications of Johari window in improving interpersonal communication
11. Analyse the conflict handling strategies one may use to solve the interpersonal conflicts
12. Critically analyse the applications of various group decision making techniques.

(5X4=20 marks)

PART-C

Answer ANY TWO questions. Each question carries 10 marks

13. Recommend some effective intervention techniques that may facilitate interpersonal communication and shall help to reduce interpersonal conflicts.
14. Explain the three interpersonal needs narrated by William Schultz and evaluate the applications of the needs as best means for improving ones interpersonal effectiveness in organizational scenario.
15. Elucidate the measures you may undertake, if you are entrusted with the task of building a high performing team in your organization and explain the features of a high performing team.

(2x10=20 marks)
