

Course Code: EMGN581

## Instructions:

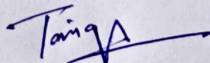
- Attempt all questions given below in your own handwriting. Assignment in typed format will not be considered for evaluation.
- The student has to complete the assignment in the allocated pages only. Any other page in case utilized shall not be considered.

Q1. "Conflict in the workplace is inevitable." Discuss the statement. According to you, tell us the methods to deal with conflict as constructively and professionally as possible? [10 Marks]

Conflict in the workplace is common due to different perspectives and goals. To handle conflicts constructively:

1. Encourage open communication: Create a culture where team members feel comfortable expressing their concerns and opinions openly. This helps in addressing conflicts at an early stage.
2. Practice active listening: Ensure that all parties involved in the conflict actively listen to each other's perspectives without interruptions. This promotes understanding and empathy.
3. Use conflict resolution techniques like negotiation: Implement strategies such as negotiation, mediation or arbitration to facilitate discussions and find mutually acceptable solutions to conflict.
4. Focus on the issue, not the person: Encourage individuals to focus on the specific problem causing the conflict rather than attacking each other personally. This helps maintain professionalism and respect.
5. Aim for win-win solution: Encourage parties involved in the conflict to work towards a solution where both sides feel satisfied. This promotes collaboration and teamwork.
6. Consider third-party intervention if needed: In cases where conflicts escalate and cannot be resolved internally, seek help from HR professionals or mediators to facilitate the resolution process.
7. Have clear conflict resolution policies: Develop and communicate clear policies and procedures for handling conflicts within the organization. This provides guidelines on how to address conflicts professionally.
8. Provide training on conflict management: Offer training and development opportunities for employees on conflict management, communication skills, and emotional intelligence. This equips them with the skills needed to handle conflicts effectively.

Signature of the Student





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Q2. What do you understand by the concept of Job Analysis. Design Job Description and Job Specification of Head of Planning in Hand tools industry. [10 Marks]

Job Analysis is the process of identifying and determining the duties, responsibilities, and requirements of a specific job. It involves studying the tasks, skills and qualifications needed for a job role.

Job Description for the Head Planning in the Hand Tools industry would include responsibilities like overseeing strategic planning, coordinating production schedules, analyzing market trends, and managing a team of planners. It would also involve tasks such as developing budgets, forecasting demand, and ensuring efficient resource allocation.

Job Specification for the Head of Planning would outline requirements like a Bachelor's degree in Business Administration, proven experience in production planning, strong analytical skills, leadership abilities, and proficiency in industry specific software.

Overall, the Head of Planning in the Hand Tool Industry plays a crucial role in coordinating and optimizing production processes to meet market demands efficiently.