

MMS/D-12

**13608****MANAGING INTERPERSONAL AND GROUP PROCESSES****Paper: HRM-305**

Time : Three Hours]

[Maximum marks :70

**Note:** Attempt *five* questions in all. Question No. 1 is compulsory. All questions carry equal marks.

**1. Compulsory Question**

Write brief notes on the following:

- (a) Group norms and Social behavior.
- (b) Interpersonal Trust.
- (c) Group cohesiveness.
- (d) Competition.
- (e) Team-building.
- (f) Interpersonal Awareness.
- (g) Barriers to Interpersonal communication.

**2.** Describe meaning and nature of Groups. Discuss the role of reference groups in learning, developing and changing social behavior.

**3.** Explain Feedback process. Discuss significance and implications of non-traditional feedback methods in modern organizations.

**4.** Explain the concepts of career roles and identities. Discuss process and procedure to learn career roles in the light of modern technology in organizations.

**5.** What do you mean by Cooperation? Discuss prerequisites and types of cooperation and also bring out consequences and outcome of cooperation.

**6.** What do you mean by Group think? Discuss causes and consequences of group think. How can you minimize the effect of Group think on decision-making process?

**7.** What do you mean by Interpersonal Influence Process? Explain Social Loafing and Social Facilitation and also explain how and under what conditions those processes affect individual and group behavior.

**8.** Describe the process of group decision-making and mention *five* major weaknesses of decision making in Groups. Bring out counterarguments that powerfully describe some of the benefits of using group decision-making.

