

(2)

Part-B

Note : Attempt any three questions each question carries 10 marks.

11. What do you mean by Conflict ? Bringout causes and consequences of conflict and discuss mechanisms of conflict management.
12. What do you understand by the term 'Team'? Bringout Team effectiveness criteria and elaborate Team building Process.
13. Explain Interpersonal communication and discuss factor affecting effectiveness of interpersonal communication.
14. What do you understand by the process of Transactional Analysis ? Elaborate various transactional styles.
15. What do you understand by the term Behaviour Modification ? Describe in detail steps of Behaviour Modification Model.

Roll No.

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MMS/D-13

MANAGING INTERPERSONAL AND GROUP PROCESSES

Paper-HRM-303

Time allowed : 3 hours]

[Maximum marks : 70

Part-A

Note : Attempt any eight questions. Each question carries 5 marks.

1. Explain meaning and types of Group and discuss stages of Informal group development.
2. Discuss any one Technique of Group decision making.
3. What do you mean by Interpersonal Trust ? Discuss ways to enhance mutual trust.
4. Discuss 360 degree feedback systems and bring out its benefits and limitations and bring out its benefits and limitations.
5. Write a brief note on Life Script—Analysis.
6. Discuss meaning, type, causes and consequences of group competition.
7. Describe meaning and nature of Career-Roles in organizations.
8. Explain meaning, assumptions and outcomes of Cooperation.
9. What do you mean by Power ? Discuss various basis/sources of Power.
10. Write brief note on Fundamental of Interpersonal Relation Orientation (FIRO-B).