

MMS/D11**6107****Managing Interpersonal and Group Processes****Paper : HRM-305**

Time : Three Hours]

[Maximum Marks : 70

Note :- Attempt **FIVE** questions in all, Question No. **1** (one) is compulsory. All questions carry equal marks.

1. Write brief notes on the following :-

- (a) Reference Groups
 - (b) Group Think
 - (c) Cooperation
 - (d) Group Morale
 - (e) Career roles
 - (f) 360 degree feedback
 - (g) Group Synergy.
2. What is Group Cohesiveness ? Bring out factors affecting Group Cohesiveness and explain the effect of high and low group cohesiveness on group performance.
3. Describe meaning and process of Interpersonal Communication. Discuss various forms of Interpersonal Communication and bring out their relative merits and demerits.
4. What do you mean by Team-Building ? Discuss steps in team building and also explain its significance for modern organizations.

5. What do you mean by Fundamental Interpersonal Relationship Orientation (FIRO-B) ? Describe the impact and effect of various types of strokes on Interpersonal Orientation and discuss its application to conflict resolution.
6. What do you mean by competition ? Discuss consequences of healthy and unhealthy competition on social behaviour in organizations.
7. Describe process and stages of Group Decision Making. When would group be the best choice for making decisions ? And bring out the advantages and disadvantages of group decision making.
8. What do you mean by Social Learning ? Explain how do groups help the individuals in learning, developing and changing the normatively desired behaviour in social setting.