

Roll NO.

MMS/D-14
MANAGING INTERPERSONAL AND GROUP
PROCESSES
Paper-HRM-303

13599

Time Allowed : 3 Hours]

[Maximum Marks : 70

Note : Attempt any eight questions from Part-A and any three questions from Part—B. Each question of Part—A carries 5 marks and that of Part—B carries 10 marks.

PART—A

- 1 What is Social behavior? Discuss process of learning Social behavior.
- 2 Explain Interpersonal behavior and bring out factors affecting Interpersonal behavior.
3. Explain accommodation as group influence process and discuss its significance.
4. What do you mean by Group Norms? How do these Influence group and Individual behavior?
5. What do you mean by Team? Discuss characteristics and types of teams in organizational setup.
6. Significance of reference groups in learning Social behavior.
7. Explain the process of Assimilation and how does it influence the behavior of group members.
8. What do you mean by Politics? How does it effect people in Organizations?
9. Explain Transactional Analysis. Discuss its importance in understanding interpersonal Behavior in organizations.
10. Explain GROW model of self awareness.

PART-B

11. What do you mean by Group? Bring out Group structural variables and explain the stages of group development.
12. What do you mean by Social Learning? Discuss Social learning theories.
13. What do you mean by Cooperation? Discuss preconditions, assumptions and outcomes of cooperation and also highlight its significance for Organizational effectiveness.
14. Describe steps in Feedback process. Highlight the significance of non-traditional feedback processes and bring out implications and limitations of 360 degree feedback.
15. What is Group decision making? Bring out guidelines for using group decision making and discuss the effect of group think on groups decision quality.