MMS/D06
Managing Interpersonal and Group Processes Paper:
HRM-305

Time: Three Hours]   [Maximum Marks: 70

Note:- Attempt any FIVE questions. Q. No. is compulsory. All questions carry equal marks.

1. Write short notes on following :

   (a) Social Loafing
   (b) Cooperation
   (c) Group Norms
   (d) Grapevine
   (e) Group Synergy
   (f) Interpersonal Trust

2. (g) Active Listening.   2+2+2+2+:+2+2=14

   What is Group? How does reference groups serve as a medium of learning, developing and changing social behaviour? Explain with suitable examples.   14

3. What do you mean by Group Influence Processes and explain how does these processes affect group behaviour in organizations   14

4. What do you mean by Group-Think? What are its causes and consequences? How does it influence group-decision making process and what can be done to minimize or avoid this effect?

5. Explain Feedback Process and summarise the practical benefits and drawback of non-traditional feedback system in organizations.   14

6. What is Team building? What are different phases in team building process? Give detail of potential benefits and difficulties of self managed teams.   14

7. What is Competition? Discuss benefits and losses of intergroup Competition in organization and suggest ways to reduce negative consequences of intergroup competition.   14
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8. What do you mean by Interpersonal Relation Orientation Behaviour ? Identify which interpersonal relation orientation fits you most closely. Develop an action plan for changing or maintaining your interpersonal orientation according to your personal wishes.   14