



JK Lakshmipat University, Jaipur
Institute of Management/Institute of Engineering
END TERM EXAMINATION DECEMBER 2019
BACKLOG

BBA/B.Com/B.tech- **Sem IV**

Time: 2 Hours

Course: Advanced Communication and Interpersonal Dynamics

MM: 40 Marks

Subject code: CCT401

Learning outcomes of the course

1. *Identify reasons for individual differences and their impact on the group dynamics.*
2. *Use inquiry and advocacy to engage with groups.*
3. *Identify sources of conflict and manage them using difference conflict handling styles*
4. *Use and compare different problem-solving techniques to produce the best possible outcome from the group.*

Section A

Manoj Kumar is a newly recruited officer in the accounts branch of a sakaari department.

(25)
(LO1&4)

- He has no power to materially reward or punish his subordinates. It is in the hands of the main-boss of the office.
- He has no power to recruit additional staff. His previous 'written' request for more manpower, have been turned down.
- Office timing is 10AM to 5PM.

Here is the list of Manoj's subordinates:

1. Bharat Bhushan He always cries that he has to take two uses from home to reach office. And if he waits till 5PM then he'll miss the return bus of 4:45 and reach home at 11 in the night. Since Bharat Bhushan is the most sincere and hardworking among the staff members, so, out of sympathy, Manoj Kumar allows him to leave off at 4:30PM every day.
2. Alok Nath
 - He always cries that his salary is too low for daughter's marriage, kanyaa-daan and mortgage on the house. Nowadays he has picked up "data-entry" projects from other private companies. He is doing them in office time to make side-income.
 - Although he always maintains that he is doing private work only after office files are finished in the morning.
 - Manoj knows about it but decides to look the other way because he has no proof or the time to "spy" on what Alok is doing during office hours.

Section-B

Q2. Conflict management is the employment of strategies to correct perceived differences in a positive manner. There are several styles of conflict management that can be used to resolve conflicts in an organization. Discuss in detail the context and appropriate style to resolve conflict?

(5)
(LO3)

Q3. Values and attitudes are the foundation for individual differences and help understanding differences in perception and behavior of people. Do you agree or disagree with this? Discuss and give reasons?

(5)
(LO1)

Q4. Advocacy and Inquiry are two key communication behaviors with critical implications for interpersonal, group, and organizational effectiveness. Explain the concept using the following matrix.

Advocacy	High	Explaining Imposing	Mutual Learning Over-Engaging
	Low	Observing Withdrawing	Interviewing Interrogating
		Low	High
		Inquiry	

(5)
(LO2)

3.Jeevan

- He randomly runs away from office to do personal tasks. Although office has CCTV and biometric attendance system, but somehow Jeevan manages to dodge them both and comes up with novel excuses that are hard to counter.

So far Manoj has ignored his habits because

- Whenever Manoj tells him to focus on work, Jeevan always counters by citing how Alok and Bharat are not doing 'much' work either.
- Jeevan is a very shrewd person and he has saved Manoj many times from dirty office politics played by HR lady boss and other staff members.

4.Babita

- She is ex-girlfriend of Manoj. Throughout the day she's busy in WhatsApp and social media chatting and flirting with higher bosses, or gossiping with other colleagues.
- Whenever Manoj orders her to finish a file quickly, she somehow turns up the argument against him that Manoj is harassing her for the 'past' or laziness of Jeevan, Alok and Bharat, and creates a 'scene' in the office or complaints to HR lady.
- Only because of Jeevan's shrewd office politics, Manoj manages to save himself.

5.Vivek Mushraan

- He is a contractual employee hired by HR department and 'allotted' to accounts. The HR lady boss Bindu often uses him to finish work of HR department.
- Although Manoj has strictly ordered Vivek to give priority to Account files first, but Vivek's loyalty lies to HR Lady because she's the who can renew his job contract with higher salary.

Answer following

Q1. How can emotional intelligence help Manoj wade through the dilemmas he's facing? Discuss the elements of EI. (6.5)

Q2. Manoj is too naïve and kind-hearted to work in a Government office. Do you agree? Yes / No and why? (4)

Q3. Should Manoj stay in the office from 8AM to 11PM every day to finish all the files by himself? Yes/No and Why? (4)

Q4. Should Manoj resign from office because of 'Babita-issue'? Yes/No and why? (4)

Q5. How should Manoj "tackle" each of the subordinate? Dissect the possible consequences he will face for each of those actions (6.5)