



JK LAKSHMIPAT UNIVERSITY, JAIPUR
END TERM EXAMINATION (DECEMBER 2021)
BBA|B.DES| B. Tech -V Semester

Time: 2 Hours
MM: 30 Marks

Course: Understanding and Managing Conflict
Course Code: CC1105

Instructions: All questions are compulsory.

- Q.1 Conflict can be both functional and dysfunctional; identify characteristics and behaviors associated with each approach. Explain the impact to these in organization performance. 5
- Q.2 Individual differences make conflict inevitable. Whether or not conflict becomes a problem depends on how it is handled. Why conflict is inevitable in any organization? 5
- Q.3 Why is emotional intelligence such a critical part of understanding and developing conflict management skills? 5
- Q.4 Identify the type of conflict and the conflict management style you will use in the following situations and justify your choice? 2.5X2=5
- a) Ravish has to do a presentation at work. There is one member that always makes sarcastic off topic comments after his presentations that the other employees always laugh at. Ravish feels the comments are meant to undermine his authority. The sarcastic coworker has lower rank than Ravish but is not a subordinate and in another department altogether.
- b) Rima has a coworker, Pooja, who likes to talk about politics. Rima does not care that much about politics all that much but finds her co-workers political views to be little extreme. Rima likes her coworker and wants to get along with her. Rima has thought of just pretending to agree with Pooja or telling Pooja she would rather talk about other subjects. Rima suspects that Pooja will be insulted if she goes with the second option
- Q.5 Conflict always manifests itself in some specific outcomes. Three possible outcomes can emerge: 10
1. Dominance or imposition, resulting in resentment and sometimes destructive consequences.
 2. Withdrawal or avoidance, resulting in resentment and lowered self-image.
 3. Compromise of resolution, resulting in at least some of the beneficial consequences being achieved.
- What is these outcomes dependent on? Discuss the approaches or strategy used to deal with the conflict.