

JK Lakshmipat University Jaipur
INSTITUTE OF ENGINEERING AND TECHNOLOGY / INSTITUTE OF
MANAGEMENT / INSTITUTE OF DESIGN
End Term Examination, December 2024 (Makeup Examination)
B. Tech./BCA/BBA/B.Des. Semester V, 2024-25

Roll No.....

CC1105: UNDERSTANDING AND MANAGING CONFLICT

Time: 2 hours

Max. Marks: 30

Instructions to students:

1. Do not write anything other than your roll number on the question paper.
2. Mention all the assumptions for your answers clearly.

Q1. Answer any four of Q1.1, 1.2, 1.3, 1.4, 1.5 in detail:

5 x 4 = 20.0 marks
(LO 1, 2, 3, 4, 5)

- Q. 1.1 Read the case below and identify what the narrator could have done to resolve the conflict that she failed to deal with:

"A long time ago, I lived with a controlling housemate who had a very quick temper. If she had a bad day, you would know about it. You would hear her outside the door, angrily punching her bag. Then the cleaning would begin: loud, showy, door-slamming cleaning that felt like an accusation and filled the air with the smell of bleach. A bad episode would be followed by mean demands ("There are too many books on the shelf. You'll have to bin some") and then – when these were ignored – a rant about being mistreated, a threat about landlords.

I tried to speak to her about it, and kept trying. It went nowhere. I could never get any recognition from her that her behaviour was unreasonable; instead, I found myself dragged into draining arguments. I moved out, leaving a sarcastic note: "If signs of life in the flat bother you so much, try the morgue." I had failed in my conflict resolution mission."

*(Adapted from an article in The Guardian by Coco Khan;
<https://www.theguardian.com/lifeandstyle/2019/mar/22/how-i-learned-to-resolve-conflict-most-of-the-time>)*

- Q. 1.2 Sita is a team leader of a project team in a multinational corporation, and often faces high pressure at work. This causes her to often lose her temper with her colleagues. One day, another colleague got upset with her when she shouted at him for being late to work, although he had tried to explain his position by saying that his wife was sick. He said that she needed to work on her emotional intelligence. Sita could not understand this.

What is Emotional Intelligence? List and explain Goleman's five core elements

of emotional intelligence, and using these, describe what Sita could have done in this situation instead. Also analyse whether the colleague was displaying emotional intelligence when he got upset with Sita.

- Q. 1.3 In the context of the Johari Window, what do 'Blind Spot' and 'Façade/Hidden Area' mean? Explain how these can be reduced, by giving an appropriate example.
- Q. 1.4 Describe the case of Jobs vs Sculley, and identify the type of conflict. Discuss how the conflict developed and how it could have been resolved.
- Q. 1.5 Answer both (a) and (b) below:
- a) What happens in the 'Norming' phase of group development? What are the roles of the team members and the team leaders at this time?
 - b) Explain how beliefs are formed in the Ladder of Inference structure.
-

Q2. Answer all the questions given below:

10 x 1 = 10.0 marks
(LO 2)

- Q. 2.1 Explain the following conflict resolution skills, as described in the Conflict Resolution Kit, in about 120 words each.
- a) The Win-Win Approach
 - b) The Creative Response
 - c) Appropriate Assertiveness
 - d) Mapping the Conflict
 - e) Third Party Mediation
-

all the best!