

JK Lakshmipat University Jaipur
INSITUTUE OF MANAGEMENT
INSTITUTE OF ENGINEERING AND TECHNOLOGY
INSITTUE OF DESIGN

End Term Examination, December 2025
BBA, B.Tech., 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 question paper.
 2. **Q1 and Q2 are mandatory. Attempt any one question from Q3.**
 3. Mention all the assumptions for your answers clearly.
-

Q. 1 Read the passage below and answer all the questions.

2.0 x 5
(LO3,4)

Feedback is an essential component of effective communication and personal development. It allows individuals to understand how their actions, behaviour, and performance are perceived by others. Constructive feedback not only highlights areas for improvement but also reinforces strengths, helping individuals to grow personally and professionally.

In organizational contexts, feedback promotes transparency, accountability, and continuous learning. When given thoughtfully, it builds trust and enhances teamwork. However, receiving feedback can sometimes be uncomfortable, especially when it challenges one's self-perception. The ability to accept feedback with openness and to use it for self-improvement reflects emotional maturity and strong interpersonal skills.

True growth occurs when feedback is seen not as criticism but as an opportunity for self-awareness. Individuals and organizations that embrace feedback as a regular process tend to communicate more effectively, resolve conflicts faster, and create an environment of mutual respect and collaboration.

- i. How does feedback contribute to personal and professional development?
- ii. Why can receiving feedback be uncomfortable, and what qualities help a person handle it effectively?
- iii. According to the passage, how does feedback strengthen relationships within organizations?

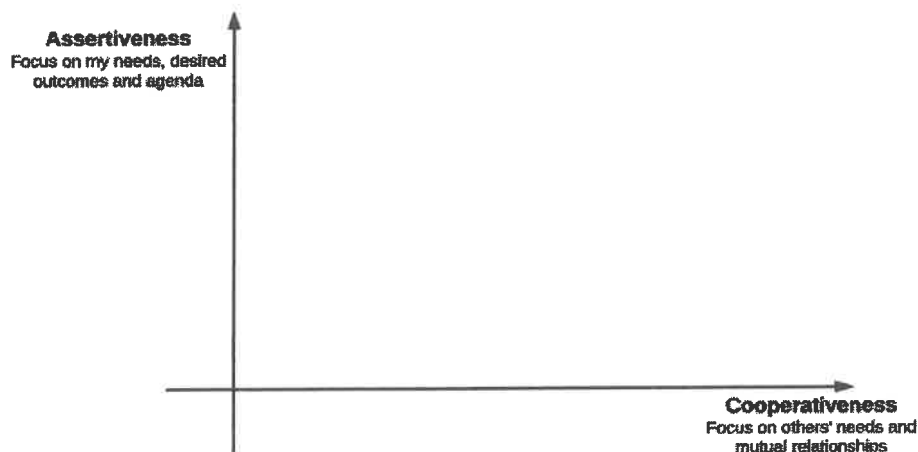
Write constructive feedback for the following situations:

- iv. Your classmate gave a well-researched presentation but struggled to engage the audience.

- v. One of your classmates actively participates in multiple university-led extracurricular activities but is now struggling to keep up academically.

Q. 2 Attempt all and provide your answers for the following questions.

2.0 x 5
(LO1,2,5)



- i. Identify and list the five conflict-handling strategies that emerge from the interaction between assertiveness and cooperativeness in the Thomas-Kilmann Conflict Model.
- ii. For each strategy, write a brief definition and provide one real-life or classroom example demonstrating how this strategy might appear in practice.
- iii. In your opinion, which conflict-handling strategy is the easiest and which is the most difficult to use for resolving conflicts? Explain your answer with reasons.
- iv. Reflect on your own behavior: Which conflict-handling style do you tend to use most often, and why?
- v. How can understanding these five strategies help students or professionals manage disagreements more effectively?

Q. 3 For each stage of Tuckman's Group Development Model, write and address two challenging questions that could arise during each stage.

10.0
(LO1,2)

Or

Why is empathy important when dealing with group dynamics and providing feedback to others? Explain with suitable examples. (LO1,3,4)

all the best!