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JK Lakshmipat University Jaipur
INSTITUTE OF ENGINEERING AND TECHNOLOGY / INSTITUTE OF
MANAGEMENT / INSTITUTE OF DESIGN
End Term Examination, May 2026
Semester V

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. Attempt any 3 out of 4 questions

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- Q. 1 a) Explain the concepts of inquiry and advocacy, analyse the impact of overusing either in professional communication. 10marks
(CO1;CO4)
- b) Suggest practical strategies to balance inquiry and advocacy in real-life situations. Explain how this balance improves decision-making and leadership effectiveness.
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- Q. 2 a) Explain the key components of emotional intelligence and analyse their role in managing workplace relationships and decisions. 10marks
(CO1;CO3;
CO4)
- b) Evaluate the impact of low emotional intelligence in leadership and suggest ways to develop emotional intelligence over time.
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- Q. 3 Groups play a central role in organisational effectiveness, but their performance depends on how well they function as a unit. 10 marks
(CO1;CO2)
- I. Explain the concept of group dynamics and the key factors that influence group behaviour.
- II. Analyse how roles, norms, and communication patterns affect group performance.
- III. Evaluate common challenges in group functioning (e.g., group think, social loafing).
- IV. Suggest strategies to improve group effectiveness and decision-making.
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- Q. 4 Conflict is inevitable in any organisation, but the way it is managed determines its outcomes. 10 marks
(CO1;CO2)
- I. Explain different conflict management strategies (e.g., avoiding, accommodating, competing, compromising, collaborating).
 - II. Analyse the effectiveness of each strategy in different situations.
 - III. Evaluate how inappropriate use of a strategy can escalate conflict.
 - IV. Recommend how a leader should choose the most appropriate strategy in a given situation.
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all the best!