

JK Lakshmipat University Jaipur
INSTITUTE OF MANAGEMENT

End Term Examination, May 2024
BBA, Semester V, 2020-23

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 **all** the questions

Q. 1 How does Tuckman stages of group development help in improvising the personality? As a leader how will Tuckman stage model will help you in the formation of the groups? 10.0
(LO 1)

Q. 2 What are the three main sources of conflict proposed by American Psychologist Daniel Katz? Please mention the phases and levels of conflict. 10.0
(LO 2, 5)

Q. 3 Explain inquiry and Advocacy in two-way communication? How will you provide feedback using inquiry and advocacy? 10.0
(LO 3, 4)

All the Best!