



JK LAKSHMIPAT UNIVERSITY, JAIPUR
END TERM EXAMINATION (RE-TEST, FEB 2022)
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 The best way to deal with conflict is through open and honest communication. 5
Explain how advocacy and enquiry plays a role in resolving conflict.
- Q.2 In a factory, the male chief executive officer feels that women have an equal 2.5X2=5
opportunity for advancement into top management, but the female assistant
personnel manager feels there is no way she can break into top management's-
"good old boy" network. In another factory, the head engineer who tours the
factory floor once a week in an electric cart feels this is a pleasant place to work,
but a punch press operator thinks this place ranks right next to the State prison.
Questions:
a) Point out the reason for difference in the opinions in the first case?
b) Why does the engineer feel a pleasant place to work whereas the operator
regards it next to prison? Explain the reason.
- Q.3 Why is emotional intelligence such a critical part of understanding and developing 5
conflict management skills?
- Q.4 Identify the type of conflict and the conflict management style you will use in the 2.5X2=5
following situations and justify your choice?

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 Identify a conflict in your own life that was destructive by nature. The conflict can 10
be one that occurred at your work place or in your personal life. (*Use fictitious
names, do to not disclose any private information.*) After describing the incident
and your role in the conflict, explain what you could have done differently had
you applied the concepts learned in this course.