

**AKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)*****MBA Fourth Semester / PGDHRM Second Semester***

Last date of Submission-15th June, 2012

Programme Name-MBA-Fourth Semester Programme Code-MBA-10/PGDHRM-10

Course Name-Managing Interpersonal and Group Processes

Course Code:HR 2305

Maximum Marks-40

Session: 2011-12 (Summer)

Section-A

Section 'A' contains 08 short answer type questions of 5 marks each. Learners are required to answers 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Discuss the following (1-8)-

1. Consequences of using power
2. Effective listening
3. Group Polarisation
4. Importance of Interpersonal trust
5. Group Cohesiveness
6. Role of change agents
7. Stages of Group Development
8. Building Organisational Learning Abilities

Section-B

Section 'B' contains 04 long answer-type questions of 10 marks each. Learners are required to answers 02 questions only.

1. What is organisational culture? Explain Kottar and Heskette's study on organisational culture
2. What is team building? State the reasons for team –building activities failing to build high performance teams?
3. "Organisational development essentially focuses on techniques or programmes to change people and the nature and quality of interpersonal work relationship". In wake of this statement explain why do organisations adopt an organisational development programmes
4. Compare the 'Garbage Can Model' with the bounded rationality model. Compare the usefulness of these models in present scenario.