



Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

**POST GRADUATE DIPLOMA IN MANAGEMENT (2019-21)
END TERM EXAMINATION (TERM - II)**

Subject Name: **Teams and Emotional Intelligence (SSP-II)**

Time: **02.30 hrs**

Sub. Code: **PG-15**

Max Marks: **60**

Note:

1. Writing anything except Roll Number on question paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.

2. All questions are compulsory in Section A & C. Section A carries 8 questions of 2.5 marks each, Section B carries 5 questions of 04 marks each and Section C carries 1 Case Study of 20 marks.

SECTION - A

Attempt all questions. All questions are compulsory.

2.5×08 = 20 Marks

Q. 1 (A): Describe the importance of Informal Leadership.

Q. 1 (B): Elaborate upon concept of Nibble and Highball/low ball.

Q. 1 (C): Explain real life example of Team Cohesion.

Q. 1 (D): Describe application of Synergy in corporate.

Q. 1 (E): Convert the meaning of Turtle, Teddy Bear, Shark, Fox and Owl in context of Conflict handling styles

Q. 1 (F): Describe the phases of Negotiation.

Q. 1 (G): Discuss tools for Self Awareness.

Q. 1 (H): Describe importance of Empathy and Self Regulation in your career.

SECTION - B

Attempt any five out of six questions

04×05 = 20 Marks

Q. 2: Cite examples of various techniques of Active Listening during Group Discussion and interview.

Q. 3: Compare and Contrast the Conventional and Appreciative Inquiry approach of Conflict Management with organizational examples

Q. 4: Describe application of application of Sociometry.

Q. 5: Elaborate the Transactional Analysis and importance of each type of transaction

Q. 6: Explain Life Positions with corporate examples.

Q. 7: Differentiate between Formal and Informal Leaders with examples. How concept of Informal leader may help you in your career.

SECTION - C

Read the case and answer the questions

10×02 = 20 Marks

Q. 8: Case Study:

Hari was a soft Blue negotiator and always felt he was giving away too much in negotiations. His boss was particularly unhappy with his last deal, where Hari agreed to give free servicing for three years to a new client. Although not catastrophic, it could end up costing the company as much as £10 000. Hari's excuse, that he wanted to get the new client signed up and that maybe the company could negotiate a better deal next time, hadn't been received well. So Hari had decided to change his negotiation style for the next negotiation – he was going to play Red and get the best deal possible, and not worry about the relationship at all.

Q. 8 (A) Name and describe the negotiation style Hari was using earlier in this case study. In which circumstances that style should be used?

Q. 8 (B) Name and elaborate the negotiation style Hari adopted later when his boss was unhappy. Also discuss advantage and disadvantage of this style.

Question Number	CLO
Q. 1 (A): Describe the importance of Informal Leadership	Knowledge (K1)
Q. 1 (B): Elaborate upon concept of Nibble and Highball/low ball	Comprehension (K2)
Q. 1 (C): Give real life example of Team Cohesion.	Analyzing (K4)
Q. 1 (D): Describe application of Synergy in corporate.	Applying (K3)
Q. 1 (E): Convert the meaning of Turtle, Teddy Bear, Shark, Fox and Owl in context of Conflict handling styles	Evaluate (K6)
Q. 1 (F): Describe the phases of Negotiation.	Comprehension (K2)
Q. 1 (G): Discuss tools for Self Awareness.	Applying (K3)
Q. 1 (H): Describe importance of empathy and Self Regulation in your career.	Applying (K3)
Q. 2: Cite examples of various techniques of Active Listening during Group Discussion and interview.	Comprehension (K2)
Q. 3: Compare and Contrast the Conventional and Appreciative Inquiry approach of Conflict Management with organizational examples	Analyzing (K4)
Q. 4: Describe application of Negotiation tactics in organizational scenario.	Applying (K3)
Q. 5: Elaborate the Transactional Analysis and importance of each type of transaction	Comprehension (K2)
Q. 6: Explain Life positions with corporate examples.	Synthesis (K5)
Q. 7: Differentiate between Formal and Informal Leaders with examples. How concept of Informal leader may help you in your career.	Evaluate (K6)
Q8 Case Study	Comprehension (K2)