



JP – 704

III Semester M.B.A. (Day/Evening) Examination, May/June 2023
(CBCS) (2022 – 23 and Onwards) (Freshers)
MANAGEMENT

Paper – 3.5.2 : Team Dynamics at Work

Time : 3 Hours

Max. Marks : 70

SECTION – A



Answer **any five** questions, **each** question carries 5 marks.

(5×5=25)

1. Explain STAR Team Model.
2. Explain few team building strategies at workplace.
3. Define work stress. Discuss techniques of Stress Management.
4. Explain the stages of Group formation with a diagram.
5. How does Negotiation skill help in Team Building ? Give examples.
6. What is Group dynamics ? What is its significance in an organization ?
7. Write a short note on Organization Culture.

SECTION – B

Answer **any three** questions, **each** question carries 10 marks.

(3×10=30)

8. What are theories of Conflict ? Discuss the techniques of conflict resolution in teams.
9. 'Key to the concept of effective team is communication within its members' – Comment.
10. Explain the building blocks of Talent Management.
11. Elucidate building interpersonal trust through the Johari Window.

P.T.O.



SECTION – C

12. Case Study (**Compulsory** Question) :

(1×15=15)

Mr. Akshay was promoted as the Manager, he had mixed feelings of joy and discontentment. He was proud of having his work recognised but he had some doubts as to how he would like the new work. He was earlier a PRO with Delhi Development Authority, it involved regular contact with the general public, recoveries and processing their complaints, meeting with the press and image building. It was a high profile job involving lot of media and publicity. As a PRO, he could build a good picture of DDA in the developing and constructing residential and commercial properties. His new job was a desk job working with files relating to the applicants registered for various housing projects coming up in the North of Delhi area named "Rohini Scheme". Akshay missed the routine of his old office and the people he had worked with. He now had a private office with air conditioning and a carpet. But he felt incomplete. He thought he did not have a team to go ahead. When he submitted the first report of 'Rohini Scheme' to his Director he got some changes. The Director was a nice human being, he suggested Akshay that 'We all need to learn our new work'. The more Akshay thought about it he wanted to go to old office. But he hesitated as he would be considered misfit and disqualified for any promotion in the future.

Questions :

- a) If Talent acquisition is important, is the retention difficult ? Explain in context of this case.
 - b) How would you, as Director deal with Akshay's engagement on the job ?
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