

(4)

9. (a) What factors one should keep in mind for Creating a more effective or high performance Team? 5
- (b) You are a manager of XYZ Ltd. What are the challenges which you might face for creating team players? What options you have for trying to turn individuals who team players? 5

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Roll. No. \_\_\_\_\_

**MS-3160**

M.B.A. (H.R. & I. R.) (Semester-IV)

Examination, 2015

Paper-III

(Leadership, Conflict Resolution & Team Building)

(HR-043)

*Time Allowed : Three Hours ] [ Maximum Marks : 70*

Note : Answer five questions in all. Question No.1 carrying 30 marks of short answer type is compulsory. Attempt one question of 10 marks from each Unit.

1. Briefly explain the following:  $3 \times 10 = 30$
- (a) Roles & Responsibilities of Leader
  - (b) Ohio state theory
  - (c) Charismatic Leadership theory
  - (d) Strategies for developing effective Leadership

(2)

- (e) Functional & dysfunctional conflict
- (f) Contemporary issues in leadership
- (g) Team Vs. Group
- (h) Goal and role conflict
- (i) List & describe nine Team roles
- (j) Conflict Stimulation Techniques.

Unit-I

- 2. (a) Define Leadership. State the difference between Leader & manager 4
- (b) What are the skills required to become an effective Leader? 6
- 3. (a) Give Various Classification of leadership. 4
- (b) What are the factors which affect choice Leadership and what are the obstacles in way of Leadership? 6

Unit-II

- 4. (a) Discuss the characteristics of transactional & Transformational Leaders. 4

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(3)

- (b) Discuss fiedler contengency model 6
- 5. (a) Define Likurt's four systems of management. 4
- (b) What is managerial grid? Contrast its approach to leadership with the approaches of ohio state and Michigan groups. 6

Unit-III

- 6. What are the components in the conflict process model? Describe each one of them in detail. 10
- 7. Conflict management styles are classified on the basis of Co-operativeness & Assertiveness. What are these 5 styles and what are the appropriate situations to use them? 10

Unit-IV

- 8. (a) What are the benefits accrued to Organisation from Team? 4
- (b) Discuss various types of teams along with advantages & disadvantages of each type. 6

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