

**Third Semester M.B.A. (Distance Mode) Degree Examination,
June/ July 2009
(Directorate of Correspondence Course)**

M.B.A. DP HRM : 305 : Counseling and Interpersonal Skills for Managers

Time : 3 Hours

Max. Marks : 75

Section - A

Answer the following sub-questions. Each sub-question carries 2 marks. (5x2=10)

1. a. Distinguish between Formal and Informal Group.
- b. What do you mean by Lateral Communication?
- c. What is Interpersonal trust?
- d. Define Power.
- e. What do you mean by Interpersonal Conflict?

Section - B

Answer any FIVE of the following. Each question carries SIX marks (5x6=30)

2. Define Counseling? Explain needs and functions of Counseling.
3. Why do people join groups? What are the types of the group?
4. Explain glow of power in organization.
5. What is group Cohesiveness? How cohesiveness and productivity norms affect group productivity?
6. Explain interpersonal Conflict. What are the levels of conflict?
7. What are the tasks influence while implementing teams in organization and types of teams?

Section - C

Answer the following questions. Q.No. 8 and 9 carry 10 marks each and Q.No. 10 carries 15 marks. (10+10+15=35 marks)

8. a) Define the term communication. Explain the interpersonal communication model.
OR
- b) Explain what happens in each of the five stages of group's development. When does group address interpersonal issues? Task issues? Authority issues?
9. a) Describe situation when i) you had the power to influence the behaviour of another and ii) another person did influence your behaviour. In each case explain the source of power that applied to the communication.
OR
- b) What are the advantages and disadvantages of group decision making? Explain guidelines for effective decision making.
10. What do you mean by power and politics? Discuss the factors contributing to political behaviour.