

Roll No. ....

Subject Code—8185-X

**M.B.A. EXAMINATION**

(Third Semester)

(Re-appear Batch 2009 Onwards)

OBH-312

MANAGING INTERPERSONAL  
AND GROUP PROCESS

*Time : 3 Hours*

*Maximum Marks : 70*

**Section A**

**Note :** Attempt any *Seven* questions.      7×5=35

1. What is the importance of a group ?
2. Discuss group vs. work teams.
3. What is the difference between informal and formal group ?

4. Briefly explain interpersonal awareness.
5. Explain "change" as a challenge.
6. Explain team building process.
7. What is the importance of Communication ?
8. What are the benefits of feedback ?
9. Briefly explain interpersonal trust.
10. Explain the meaning of group cohesion.

### **Section B**

**Note :** Attempt all the questions.

11. Discuss the communication process and the barriers encountered in it. **12**

*Or*

Explain how a group acts as a medium of learning, developing and change ?

12. How does interpersonal communication help in group decision-making ? **12**

*Or*

What are the benefits of interpersonal trust and group synergy ?

13. Discuss the various techniques in group decision-making. 11

*Or*

Write short notes on the following :

- (a) Resistance to Change
- (b) Group Synergy.