Behavioral Dynamics in Organizat (HR

BDO 03

31.10.2007

Roll No | Total number of printed pages: 02

Total number of questions : 7 | Maximum marks : 50

Duration (hrs): 03

Notes: 1. Q 7 is compulsory
2. Answer five questions in all.
3. All questions carry equal marks

Q 1(a). Explain Bruce Tuckman's four stage model of group formation.

Q 1(b). You are required to choose a team from the employees of your organization to find new ways to increase productivity. What is the manner in which you will make your choice and why?

Q 2(a) Why are interpersonal relationships important in an organization? Discuss giving examples.

Q 2(b) Enumerate the stages of relationship formation and explain these in detail.

Q 3(a) What do you understand by the concept of REBT. Explain giving an example.

Q 3(b) Discuss how you will use REBT to assist a colleague in your team who has been a star performer but who is going through a personal crisis at present and is finding it difficult to cope. This individual has a low tolerance level as regards dishonesty and needs to be more practical in real life issues.

Q 4(a) What do you understand by the term "Emotional Quotient" Explain giving examples.

Q 4(b) Devise a method to evaluate the Emotional quotient as a numerical value for the employees of your organization. You may use any kind of scale.

Q 5(a) Explain what the concept of "Transactional Analysis" signifies? Elaborate giving examples.

Q 5(b) Give examples of three transactions to include at least one crossed transaction and include all three ego states in these three transactions.

Q 6(a) What is meant by Behavioural modification? How does it relate to the concept of Social Learning?

Q 6(b) Give any two practical applications of examples of how the theory of Behavioural Modification can be used in every day life.

Q 7(a) Write short notes on (any four)

(a) Games people play.
(b) Goleman's five emotional competencies.
(c) Attributes of good listening.
(d) Team building ingredients.
(e) The two types of mental processes in MBTI
(f) Single and double loop learning.