

**MASTER OF VOCATION**  
**Management Entrepreneurship**  
**Subject: Conflict Management**  
**Subject Code: MHR-903**  
**Semester: Fourth**  
**December 2021**  
**Theory (External): 70 Marks**  
**Time: 03 Hours**

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 get someone on the phone who speaks English so I can get my checks." Sandra says, "Well, I guess you should have planned ahead instead of waiting until the last minute." Angie hangs up the phone and decides she will not ever go to this WIC clinic again. Questions to consider:

1. Have you ever been treated rudely by a WIC participant? How did you respond?
2. Write a different response for Sandra to use after Angie asks to speak to someone else.

Sandra says	What might work better?
"Well, I guess you should have planned ahead instead of waiting until the last minute."	

==END OF PAPER==

**Instructions to the Students**

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number									

SECTION -A (SHORT/OBJECTIVE TYPE QUESTIONS)  
(10x2=20 Marks)

- A Which of the four levels is the most common in workplace conflicts?
- B What could be the potential benefit of conflict?
- C What is conflict?
- D Write a short note of conflict resolution.
- E Why grievance management is important?
- F What is intragroup conflict?
- G Who can be mediator in case of interpersonal conflict?
- H Write any one principle of interpersonal conflict.
- I Define personality.
- J What is reflection in conflict resolution?

SECTION -B (ESSAY TYPE QUESTIONS)  
(5x10=50 Marks)

1. "Sometimes Conflicts give better solution of the organization problems" Comment.
2. What are the three R's of managing conflict?
3. How establishing common goals and changing structural arrangement can helpful in conflict management?
4. How interpersonal conflict is different form intragroup conflict? How management can solve intragroup conflict?
5. What is mediation? What are the different techniques of mediation?
6. What are the important skills which a manager required to solve conflict effectively?
7. How organizations manage their changes and conflicts?
8. In a predominately Hispanic community, a new participant is transferred in. The new participant, Angie, is not Hispanic and does not speak Spanish. Angie just found out she is pregnant, and she also needs to schedule a recertification appointment for her daughter. She calls the clinic to schedule the appointments. The clerk, Sandra, answers the phone in Spanish. Angie explains that she doesn't speak Spanish but needs to schedule two appointments. Sandra switches to English, and she and Angie begin looking for appointments. Angie is having a hard time understanding Sandra. Sandra tries to explain that she can't get Angie and her daughter appointments together until the end of the following week. Angie is frustrated and says, "This is not going to work. Obviously you don't want to help me, why don't you