

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

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 Questions to consider:

1. Why might the bilingual staff choose to speak in their native language?
2. How could Kelly address his feelings in a positive way?

Kelly	What might work better?
Kelly feels self-conscious and sometimes wonders if they are talking about him. He frequently complains to his friend at work about other staff not speaking English.	

==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 Conflict is a struggle between two parties who \_\_\_\_\_.
- B List four of the style of conflict to avoid.
- C Briefly explain conflict.
- D Write a short note on grievance management.
- E Define Interpersonal conflict?
- F Write a note on ethics and morality.
- G What is the difference between intergroup conflict and interpersonal conflict?
- H "Conflict is same as fight' Comment.
- I How does personality relate to conflict management?
- J How does reflection help learning?

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

- 1 What are the different types of conflict? What are the benefits of conflict?
- 2 Explain grievance procedure. What are the features of a good grievance procedure?
- 3 What are the steps of Four step process of conflict resolution? Explain in detail.
- 4 What could be the various strategies to manage interpersonal conflict?
- 5 Why ethics and morality is necessary for the mediation of intragroup conflict?
- 6 What are the important skills needed for conflict management?
- 7 What could be the strategies for the organizations to manage their changes and conflicts?
- 8 A WIC clinic in a diverse area employs several bilingual staff. There is a group of staff who speak Hmong, and they often converse in their native language at work. Kelly, an employee who doesn't speak their language, feels self-conscious and sometimes wonders if they are talking about him. He frequently complains to his friend at work about other staff not speaking English. One day Kelly walks into a meeting room and several staff are already there, speaking in Hmong. Kelly walks in and says, "Hello." The other staff say "Hello" back and then resume their conversation, which Kelly does not understand. Kelly rolls his eyes and sits down on the other side of the room to wait for the meeting to start.