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**Presidency University**

**Bengaluru**

**School of Management**

**Summer End-Term Examination - August 2024**

**Date**: 09-08-2024

**Time**: 9:30am – 12:30Pm

**Max Marks**: 100

**Weightage**: 50%

**Semester**: II

**Course Code**: MGT2023

**Course Name**: Peoples Management

**Department:** SOM

**Instructions:**

1. *Read the all questions carefully and answer accordingly.*
2. *Do not write any information on the question paper other than roll number.*
3. *Question paper consists of 3 parts.*

**PART A**

**Answer any 10 Questions. Each question carries 3 marks. (10Qx 3M= 30)**

1. Explain peoples Management. (CO:01 Knowledge)
2. List any 3 key component of Peoples management (CO:01 Knowledge)
3. Explain the importance of peoples management (CO:01 Knowledge)
4. Distinguish between peoples management and HRM (CO:01 Knowledge)
5. Explain the causes of stress in workplace. (CO:01 Knowledge)
6. What are the types of leadership style? (CO:02 Knowledge)
7. Explain the Strategies for Leading Multidisciplinary teams (CO:02 Knowledge)
8. Define leadership development. (CO:02 Knowledge)
9. Explain team building. (CO:02 Knowledge)
10. Define workplace diversity. (CO:03 Knowledge)
11. Explain the importance of training. (CO:03 Knowledge)
12. Explain the types of incentives. (CO:03 Knowledge)

**PART B**

**Answer any 4 Questions. Each question carries 10 marks. (4Qx 10M= 40)**

1. Mention any four managerial skills in effectively leading a team or organization and how it works for leadership? (CO:03 Application)
2. Assess the various approaches to stress management and determine which ones are most effective in different contexts. (CO:02 Application)

1. Describe the function of people management within an organizational setting, detailing how it involves understanding, applying, and analyzing strategies for recruiting, training, motivating, and evaluating personnel to optimize team performance and organizational effectiveness (CO:02 Application)
2. Can you discuss a time when you had to deliver difficult feedback to an employee? How did you handle it, and what was the result? (CO:03 Application)

1. Discuss how can the principles of effective leadership be applied to enhance team performance and foster a collaborative work environment? Please provide specific examples or strategies that demonstrate this application (CO:02 Application)
2. Assess the role of communication skills in effective management. Can you design a scenario where enhanced communication skills would lead to better decision-making and conflict resolution within a team? Describe how specific communication techniques can be applied to achieve these outcomes (CO:03 Application)

**PART C**

**Answer the following Questions. (2Qx 15M= 30)**

1. You are a team leader in a fast-paced software development company. One of your team members, Alex, and another team member, Sarah, have been collaborating on a critical project for the past few weeks. However, they seem to have developed a conflict over the allocation of tasks and the approach to be taken for the project. Alex believes in a more traditional, step-by-step approach, while Sarah prefers a more agile and repetitious method. This conflict has begun to affect the project's progress and team morale.

As a team leader, how would you simulate a scenario to effectively manage this conflict between Alex and Sarah? Provide a step-by-step approach, focusing on conflict resolution strategies and communication techniques. (CO: 04 Analysis)

1. Describe the function of people management within an organizational setting, detailing how it involves understanding, applying, and analyzing strategies for recruiting, training, motivating, and evaluating personnel to optimize team performance and organizational effectiveness (CO:04 Analysis)