

St. Clare College

Autonomous, Bengaluru

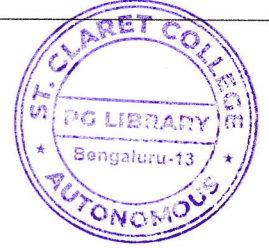
PG END SEMESTER EXAMINATION-MAY 2026

MBA THIRD SEMESTER

MBADSH 3425: Team Dynamics at Work

ROLL NO:

DATE:



TIME: 3 hours.

MAX. MARKS: 70

This paper contains TWO printed pages and FOUR parts

Instructions:

1. Verify and ensure that the question paper is completely printed.
2. Any discrepancies or questions about the exam paper must be reported to the COE within 1 hour after the examination.
3. Students must check the course title and course code before answering the questions.

PART-A

Answer SEVEN questions out of NINE. Each answer carries TWO marks.

[2x7 = 14]

1. Mention strategies to improve Engagement in remote teams.
2. What is Team Conflict?
3. Outline the purpose of group Sensitivity Training in organizations.
4. How does Discipline affect employee performance?
5. Discuss the importance of feedback in Performance Management.
6. Examine the significance of Employee Engagement in organizations.
7. State the main objectives of Encounter Groups.
8. Evaluate strategies to improve Team Morale.
9. Differentiate between Competitive and Collaborative behavioural approaches in teams.

PART-B

Answer any FOUR questions out of SIX. Each answer carries FIVE marks.

[5x4=20]

10. Analyse the importance and challenges of Diversity and Inclusion in improving team performance.
11. Discuss the STAR Team Model as a framework for improving team performance.
12. Explain the Performance Appraisal process and its significance in organizations.
13. As a team leader in a corporate setting implementing the Johari Window to enhance transparency, you observe that a team member is engaging in excessive self-disclosure. How would you address this situation to maintain professional boundaries while fostering an open and trusting team environment?
14. Evaluate the key strategies and activities used to build High-performing teams.
15. Assess strategies organizations can implement to support mental health and overall Employee Well-being.

PART-C

Answer any TWO questions out of FOUR. Each answer carries TEN marks.

[10X2=20]

16. A newly formed project team with diverse skills faces confusion and poor coordination initially. Analyse how Team Composition affects effectiveness and explain the stages of Team Formation.
17. Explain the concept of Organizational Culture. Discuss the different types of Organizational Culture and their impact on employee behavior and performance.
18. A rapidly growing organization is experiencing employee turnover, particularly among high-performing employees. Analyze the causes of this issue and recommend suitable strategies to improve Employee Retention.
19. Evaluate the different Conflict Resolution strategies used in teams. How can managers effectively handle conflicts to improve collaboration and productivity?

PART-D

Answer the following.

[16X1=16]

20. A marketing team in a retail company was formed to launch a new product campaign. The team included members from advertising, sales, and digital media with different experience levels. Although skilled, differences in ideas and communication styles created misunderstandings.

Senior members relied on traditional marketing methods, while younger employees preferred digital strategies, leading to disagreements. Roles were not clearly defined, and updates were not shared regularly, causing confusion and delays.

As a result, the campaign progress slowed, team morale dropped, and conflicts increased. Management realized that poor coordination, unclear responsibilities, and lack of effective communication were impacting team performance.

Questions:

- a) As a team leader, how would you resolve the conflict and improve communication among team members to ensure better coordination?
- b) Based on the given case study, prepare a team charter for the marketing team.
- c) As a manager, how would you motivate team members and improve morale in a situation where conflicts and misunderstandings are increasing?
