



SLIATE

SRI LANKA INSTITUTE OF ADVANCED TECHNOLOGICAL EDUCATION

(Established in the Ministry of Higher Education, vide in Act No. 29 of 1995)

**Higher National Diploma in Management
HNDM Second year, Second Semester Examination – 2016
MAN 2217 Teamwork and Diversity Management**

Instructions for candidates:
Answer five questions only

No of questions :06
No of pages :02
Time :3 Hrs

Q1

“Team work had not been done by any organization before thirty years. But today it is the requirement for any organization to formulate teams in order to achieve their task.”

- i. Define the term “**work team**” (03 Marks)
- ii. Mention team properties. (03 Marks)
- iii. Explain the main components which determine the team effectiveness. (06 Marks)
- iv. What are the reasons for teams have become so popular today. (08 Marks)

(Total Marks 20)

Q2

“Jeyasunthara, Mala, Saman and Maria are working together to develop a marketing plan for one of their company's newest product lines. After some initial conflict, the group started to really come together. Now, the group is highly unified and very productive.”

- i. Explain the **stages** of group development. (06 Marks)
- ii. Explain “**types of teams**” with suitable examples. (06 Marks)
- iii. Describe the factors affecting to group cohesiveness. (08 Marks)

(Total Marks 20)

Q3

“When you lead your team and set direction, you have to first set standards.”

- i. What are the challenges faced by the individuals when they are changed as team players? (06 Marks)
- ii. Explain the three ways to shape individuals into the team players. (06 Marks)
- iii. “Teamwork is mainly about situational leadership.” Do you agree? Explain with examples. (08 Marks)

(Total Marks 20)

Q4

“The roles of the group are not necessarily static – people may adopt different roles at different times during their group’s life-cycle.”

- i. Briefly describe the roles of leaders / members which help to build team attitudes and maintain the team. (06 Marks)
- ii. “Some individuals of teams will play negative roles”. Indicate such **roles** that people play in their work teams, which hinders team effectiveness. (06 Marks)
- iii. Briefly explain the four layers of Hill’s team leadership model. (08 Marks)

(Total Marks 20)

Q5

- i. What do you understand by “**diversity**” and “**diversity management**”? (06 Marks)
- ii. Mention the advantages of work group diversity management. (06 Marks)
- iii. Explain how organization can **minimize conflict** in the diversified workplace. (08 Marks)

(Total Marks 20)

Q6

Briefly explain the followings

- i. Social loafing and loss individuality
- ii. Value from diversity.
- iii. Team standards
- iv. Team **atmosphere**

(Total Marks 20)