

UNIVERSITY OF COLOMBO, SRI LANKA

FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration (Level II – Semester VII) Examination - 2018

HRM 2210 – Team Development

Two (02) Hours

Answer All Questions

1. i. Define a team in your own words. (02 Marks)
- ii. List three (03) team building lessons we can learn from Geese. (03 Marks)
- iii. What are the differences between a team and a group? (15 Marks)
- (Total 20 marks)**
2. i. What are the competencies and skills you should have as a team member? (05 Marks)
- ii. What qualities of a person will badly affect to personal and team performance? (05 Marks)
- iii. Explain five (05) different types of teams discussed in the class. (10 Marks)
- (Total 20 marks)**
3. i. Describe Tuckman's five (05) stages of team development. (20 Marks)
- ii. Explain four (04) different types of leadership styles. (10 Marks)
- (Total 30 marks)**

4. "Remember to encourage effective communication within your team, it will build trust and encourage teamwork" – David Miller.

i. List six (06) guidelines to an effective team communication.

(03 Marks)

ii. What are the issues that can affect an effective team communication?

(07 Marks)

(Total 10 marks)

5. i. Explain four (04) group decision making techniques discussed in the class.

(10 Marks)

ii. What are the opportunities and challenges that can be identified in Multicultural Teams?

(10 Marks)

(Total 20 marks)