Roll No. ..... Total Pages : 3

322208

May-2026

B.Sc. Chemistry-II SEMESTER

COMMUNICATION, MEDIATION AND RESOLUTION

(AEC-102-N1)

Time: 3 Hours] [Max. Marks : 75

Instructions :

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

PART—A

1. (a) Define win-win approach. (1.5)
   (b) Give an example of Physical Barrier. (1.5)
   (c) Differentiate between Analysis and Synthesis. (1.5)
   (d) Bandwagon Fallacy. (1.5)
   (e) Root-Cause Analysis. (1.5)
   (f) Differentiate between Inductive and Deductive reasoning. (1.5)

(g) Role of objectivity. (1.5)

(h) Creative Communication. (1.5)

(i) Role of a mediator. (1.5)

(j) Importance of Listening. (1.5)

PART–B

2. (a) Enlist all the C's of communication with examples. (10)

   (b) Identify three common Communication Barriers in a multicultural office and suggest practical solutions. (5)

3. (a) Define Impasse and list two strategies to break it during a negotiation. (5)

   (b) Explain the "Significance of collaboration" in resolving challenges. Contrast a collaborative approach with a confrontational one. (10)

4. What are the strategies for effective communication? Furnish your answer with examples. (15)

5. (a) How do you think critical thinking helps in taking decisions? (5)

   (b) Explain how Stress Management techniques can improve a person's ability to handle workplace challenges. (10)

6. (a) Enlist any five logical fallacies and explain their use in communication. (10)

   (b) Define "Arbitration" and "Negotiation". How do these processes differ from informal dispute resolution? (5)

7. Your team includes members from three different countries with different communication styles. How do you "Celebrate Diversity" while maintaining a unified project goal. (15)
