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Total Pages : 3

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May 2026

B.Sc. II SEMESTER

Communication, Mediation & Resolution
(AEC-102-V)

Time : 3 Hours]

[Maximum 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) What is the benefit of "role-playing exercises" in mediation training? (1.5)

   (b) Brainstorming. (1.5)

   (c) Impasse. (1.5)

   (d) Bandwagon fallacy. (1.5)

   (e) Ad Hominem. (1.5)

   (f) Hasty generalization. (1.5)

(g) False Dilemma. (1.5)

(h) Circular Reasoning. (1.5)

(i) Arbitration. (1.5)

(j) Negotiation. (1.5)

PART–B

2. (a) List and explain the 7C's of effective communication. (10)

   (b) Identify three common reasons for conflict in a professional environment. (5)

3. (a) Why are active listening skills essential for a successful mediator? (5)

   (b) Compare Inductive and Deductive reasoning. How can recognizing logical fallacies improve decision-making? (10)

4. Discuss how stress management and creative communication contribute to successful collaboration in diverse teams. (15)

5. (a) Define "Zero-Sum" communication and contrast it with a "Win-Win" strategy. (5)

   (b) Analyze the major barriers to effective communication and suggest strategies to overcome them. (10)

6. (a) Discuss the importance of "root-cause analysis" and "synthesis" in the problem-solving process. (10)

   (b) Detail the role of a mediator, specifically focusing on the importance of objectivity and neutrality. (5)

7. Based on your case study assignment, describe a conflict scenario and outline the specific mediation steps (brainstorming, offers, and settlement) taken to reach a resolution. (15)