

1129

B. Voc. (Retail Management)

Third Semester

RSC-305: Retail Store Team Management

Time allowed: 3 Hours

Max. Marks: 80

NOTE: Attempt five questions in all, including Question No. 1 which is compulsory and selecting two questions from each Unit.

x-x-x

I. Write short notes on the following:-

- a) Diversity at workplace
- b) Importance of consensus in a team
- c) Trust and openness as important factors in team building.
- d) Importance of feedback.

(4x4)

UNIT – I

- II. "Communication is the key to team work." Discuss the principles of effective communication and how to apply them in light of this statement. (16)
- III. Can diversity be brought in while selecting store team members? Discuss its relevance and how can it be made effective? (16)

UNIT – II

- IV. Highlight the importance of building positive behaviours through agreement in a team. What factors hinder team progress and how can they be avoided? (16)
- V. "Individual contribution brings in a synergistic effect in a team." How can the team members understand their contribution and complement and support each other? (16)

UNIT – III

- VI. What is the relevance of SWOT Analysis in a store team? Can it improve team performance? Explain with the help of suitable examples. (16)
- VII. Discuss the importance of open communication amongst team members and how to do so. (16)

UNIT – IV

- VIII. Explain the various stages in team building and growth and team development through these stages. (16)
- IX. "The team that stays together tends to last for a longer time period." What is the importance of celebrating success and enduring failure together? Enumerate the ways of refocusing team's energy on achieving its purpose. (16)

x-x-x