

Matrikel-Nr. _____

This exam consists of 2 parts:	Part I Detailed Description	= 40 Points
	Part II Comprehensive Analysis	= 60 Points
	TOTAL	100 Points

Please use only a pen; cross out any errors!
This exam consists of one (1) page.

Part I. Detailed Description (40 Points)

Please pick **two (2)** of the four (4) topics listed below and describe them as detailed as possible. Your detailed description should refer to the information contained in the relevant sections of the textbook and the information presented in class. You may also use diagrams. Please identify the topics you selected.

Each detailed description is worth 20 points.

- A.) Culture and Communication C.) Listening
B.) Groups D.) Perception (6 Stages as discussed in class)

Part II. Comprehensive Analysis (60 Points)

Imagine you are the head of a drug store chain with a central administration and one hundred stores located throughout Germany. Most of your five thousand employees work in the stores. Unfortunately, your company has not been doing well these last few years. But this information has not been communicated to the employees in the stores. In order to prevent your company from going bankrupt, you need to close most of your stores. You know that this will create problems. Should you keep this information to yourself or inform your employees? Why? Why not?

Your analysis should include *relationships, perception, identity, identification, trust, attitudes, conflicts and conflict stages, etc.* and how these aspects influence the above situation. Please *identify, describe, and apply the relevant theories including the Johari Window; in particular those theories we discussed and applied in class.* Don't forget to show the *inter-relationship of those factors and theories.* Offer a solution on the basis of the theories you discussed your analysis. Use a coherent and cohesive style and don't forget to *define* the terms, theories, etc. you use. You may also use diagrams to show the interrelation-ship of the various factors.