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Total No. of Pages : 02

Total No. of Questions : 15

MBA (2016 to 2017) (Sem.-3)
CONFLICT AND NEGOTIATIONS

Subject Code : MBA-965

M.Code : 70758

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A contains SIX questions carrying FIVE marks each and students has to attempt any FOUR questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consists of ONE Case Study carrying EIGHT marks.

SECTION-A

1. What do you mean by Principles of interaction?
2. What is aggression in conflict?
3. Define Collaboration in organizations.
4. What are the managerial skills required for conflict resolution?
5. What is internalizing negotiation process?
6. Explain role of power in conflict.

SECTION-B**UNIT-I**

7. What is the nature and types of conflicts in organizations? Why do conflicts arise in organizations?
8. Write a detailed essay on the Assertiveness and Aggression in conflict.

UNIT-II

9. Explain various Conflict resolution strategies and systems that are used in organizations.
10. Explain Self Awareness in Conflict as a technique of Conflict resolution in detail.

UNIT-III

11. Define Negotiation. Explain the process of Negotiation as decision making process in detail giving suitable examples.
12. Write a detailed note on Planning and preparing to negotiate in the process of Negotiation.

UNIT-IV

13. Write short notes on the following :
 - a. Marketing relations
 - b. Intangibles in Negotiation
14. Explain the role of Labour-Management Relations in conflict resolution in detail.

SECTION-C

15. Case Study :

You work for a moderate -size office-supply Company. Most of the people in your work group are pleasant and easy to get along with. But your boss-that is something else entirely. She always seems to be in a bad mood, and shows it. Almost every day one or more of your coworkers (including you) becomes the target of her harsh verbal abuse. She frequently storms out of her office, shouting at any subordinate unlucky enough to be in her path. And she seems to take great pleasure out of raking people over the coals publicly-humiliating them in front of others. Her management style is so obnoxious that everyone hates her and several good people have already quit to find other jobs.

Answer the following questions :

- a. Why do you think she acts this way?
- b. What effects do you think her behaviour is having on the performance of your work group?

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC case against the Student.