

Total No. of Pages : 02

Total No. of Questions : 15

MBA (2014 to 2017) (Sem.-3)
CONFLICT AND NEGOTIATIONS
Subject Code : MBA-965
Paper ID : [C1190]

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 is Distributive Bargaining?
2. What is the Human Relations view of Conflict?
3. What is negotiation?
4. What is Personality Traits in Negotiation?
5. Why is Latent Conflict?
6. What are the causes of Conflict?

SECTION-B

UNIT-I

7. What is Conflict? Explain in brief types of Conflict.
8. Explain in brief Why Conflict Arise in Organizations and Industry.

UNIT-II

9. What steps can be taken to reduce and resolve the conflict that is behavioral as well as structural in nature.
10. What are the Strategies of Conflict Management?

UNIT-III

11. What are the five steps in the negotiation process?
12. What are the roles and functions of third party negotiations?

UNIT-IV

13. Explain in brief the selection procedure followed by an industrial organization with which you are familiar.
14. Difference between recruitment and selection.

SECTION-C**15. Case Study :**

Marry Jane just finished a certification appointment for Maria, a participant who has cerebral palsy.

Maria has some difficulty speaking and uses a wheelchair for mobility. As they head toward the door, Maria says something to Marry Jane.

Marry Jane replies, *"I'm sorry, I didn't understand what you said."* Maria repeats her comment.

Marry Jane looks confused and says, *"One more time please?"* Maria repeats her comment in a louder voice.

Looking a bit flustered, Marry Jane says, *"Okay, well, maybe we can talk about that next time."* Marry Jane reaches for the door and says, *"Let me get that for you."* Maria, at the same moment, angrily pushes the button for the automatic door and rolls away.

Marry Jane walks back to her office feeling embarrassed and that she is no good at working with disabled participants.

Questions :

1. What could Marry Jane have done differently to avoid or minimize this conflict? What could Marry Jane learn from this experience? (Hint - try using a Creative Response)
2. Write the dialogue for the next time Marry Jane sees Maria at the Hospital