

M.B.A.(HR) SEM-IV (2016 Course) CBCS : SUMMER - 2019

SUBJECT: PAPER-III: NEGOTIATION & COUNSELING SKILLS

Day : Thursday
Date : 16/05/2019

S-2019-2233

Time : 10.00 AM TO 01.00 PM
Max. Marks : 60

N. B.

- 1) Attempt ANY THREE question from Section-I.
 - 2) Attempt ANY TWO question from Section-II.
 - 3) Figures to the right indicate full marks.
 - 4) Both the sections should be written in *SAME* answer books.
-

Section – I

- Q. 1** How a HR manager can motivate the department managers for helping process and for developing helping relationship amongst his subordinates. **(10)**
- Q. 2** Differentiate coaching and demonstrating, with appropriate examples. **(10)**
- Q. 3** How one can plan for educating salesmen of your products on effective negotiation process with customers. **(10)**
- Q. 4** Critically state what constitute inter personal skills? **(10)**
- Q. 5** Write a short note on ANY TWO. **(10)**
- a) Helping process
 - b) Counseling issues
 - c) Listening problem

Section – II

- Q. 6** Prepare guidelines for your supervisory staff for acquiring necessary counseling skills, while negotiating with their subordinates on production related issues. **(15)**
- Q. 7** Prepare a note to your sales staff on precautions to be taken by them while demonstrating the advantages of a newly introduced medicine (Assume details) to medical practioners, hospitals etc. **(15)**
- Q. 8** Prepare a note to the various union heads operating in your unit on the do's and don'ts while discussing employee related issues with the management. **(15)**

* * * * *
