

M.B.A.(HR) SEM-IV (2016 COURSE) CBCS : SUMMER - 2018

SUBJECT : PAPER – III NEGOTIATION & COUNSELING

Day : **Monday**
Date : **07/05/2018**

Time : **02.00 PM TO 05.00 PM**
Max. Marks : 60

S-2018-1856

N.B.:

- 1) Attempt **ANY THREE** questions from Section – I and **ANY TWO** questions from Section – II.
- 2) Answers to both the sections should be written in **SEPARATE** answer book.
- 3) Figures to the right indicate **FULL** marks.

SECTION – I

- Q.1** Enumerate the significance of negotiation skills for today's manager. **[10]**
- Q.2** Discuss the various steps involved in the negotiation process. **[10]**
- Q.3** What is integrative negotiation? What are its benefits? **[10]**
- Q.4** Identify the various conditions prevalent in today's organizations that make counseling essential? **[10]**
- Q.5** Write short notes on **ANY TWO** of the following: **[10]**
- a) Current practices of Negotiation in Indian Industries
 - b) Ethical issues involved in counseling
 - c) Importance of interpersonal skills in Negotiation

SECTION – II

- Q.6** Culture differs from one country to another. As a HR manager of a predominantly diverse work force hailing from different nationalities what factors you will consider for undertaking multi cultural counseling? **[15]**
- Q.7** The leading manufacturing plant has recently seen labour violence were many laborers have been injured, some very gravely. Following the incidence the company has decided lock out in view of safety and welfare of its employees. This serious dispute has created panic and psychological disturbance among employees. The company has decided to get counselors for counseling its injured employees. You are appointed as one of the counselors. What are the aspects that you will consider for counseling? **[15]**
- Q.8** You are working as Vice President (H.R) .Your line managers have to be trained in the process of Collective Bargaining. What strategies you will adopt to improve negotiation skills of your line managers? **[15]**

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