

**CDOE**  
**MASTER OF BUSINESS ADMINISTRATION (HUMAN RESOURCE) (CBCS-2019 COURSE)**  
**M.B.A. (H.R.) SEM - IV : WINTER :- 2021**  
**SUBJECT: NEGOTIATION & COUNSELING SKILLS**

**Day : Tuesday**  
**Date 15-03-2022**

**W-22172-2021**

**Time : 02:00 PM-05:00 PM**  
**Max. Marks: 60**

**N.B.:**

- 1) Answer ANY THREE questions from Section I. Each question carries 10 Marks.
- 2) Answer ANY TWO questions from Section II. Each question carries 15 Marks.
- 3) Answers to Both the sections should be written in SAME answer book.
- 4) Draw a labeled diagram WHEREVER necessary.

**SECTION - I**

Q.1) Answer the following: (10 Marks X 1 = 10 Marks)

Elucidate with examples the need and importance of counseling.

Q.2) Answer the following: (10 Marks X 1 = 10 Marks)

Explain the internal frame of reference in counseling with example.

Q.3) Answer the following: (10 Marks X 1 = 10 Marks)

Discuss the phases of negotiation with suitable examples.

Q.4) Answer the following: (10 Marks X 1 = 10 Marks)

Explain basic theoretical principles of negotiation.

Q.5) Write short notes on the following: Attempt ANY TWO (5 Marks X 2 = 10 Marks)

- a) Coaching as a technique in counseling
- b) Ethical issues in counseling
- c) Features of negotiation

**SECTION - II**

Q.6) Answer the following: (15 Marks X 1 = 15 Marks)

Assume you as a HR manager of privately held company engaged in marketing of retail products. As a HR manager how would you use the negotiation skill for building team spirit? (Make suitable assumptions)

Q.7) Answer the following: (15 Marks X 1 = 15 Marks)

A newly appointed employee in sales is found to be addicted with alcohol. What things you would consider while counseling him to get back him to normal life?

Q.8) Answer the following: (15 Marks X 1 = 15 Marks)

“Counseling of employees will improve their productivity” – Justify the statement.

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