

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 7151

Roll No.

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M.B.A.

(SEMESTER-IV) THEORY EXAMINATION, 2011-12

NEGOTIATION & COUNSELLING

Time : 3 Hours]

[Total Marks : 100

Note : Attempt questions from **all** Sections as directed.

Section – A

1. All questions are to be answered. **10 × 2 = 20**
- What are the general guidelines for an effective negotiation ?
 - Discuss the various principles of negotiation.
 - Write down the factors contributing to the emergence of Counselling.
 - Discuss the role of Counselling as Human Resource Development tool in an Organisation.
 - Distinguish between 'Counselling' and 'Mentoring' with example.
 - Explain the characteristics of a good counsellor.
 - What are the skills required for effective counselling ?
 - Suggest the techniques to improve communication in negotiation.
 - What do you mean by Carrier Counselling ? Explain.
 - What are the most common barriers in Negotiation process ?

Section – B

2. Answer any **three** parts of the following : **3 × 10 = 30**
- Discuss the strategies used in integrative bargaining.
 - Discuss the role of perception, cognition and emotion in Negotiation process.
 - Explain the main reasons for that employer need to introduce counselling at the workplace.
 - What do you mean by humanistic approach of counselling ?
 - Discuss the modern trends in counselling as per the changing needs of organisations.

Section – C

Attempt all questions.

5 × 10 = 50

3. What are the essential elements of Counselling Process ? Explain the role of Counsellor in this process.

OR

What do you mean by Negotiation Strategies ? Discuss the strategies used in Distributive Bargaining.

4. Discuss the influence of culture on international and cross cultural negotiation with special reference to Dabhol Debacle Case.

OR

Discuss the advantage of the dialogue with the top management in role negotiation exercise at Bokaro Steel Plant.

5. Discuss the essentials of a successful negotiation model.

OR

What do you mean by Counselling Process ? Discuss steps involved in this.

6. What do you mean by Rogers Self Theory ?

OR

What do you mean by BATNA ? What are the features that determine BATNA ?

7. What do you mean by Cross Cultural Negotiation ? Write down pre-requisites of this.

OR

“Counselling becomes an important need of modern organizations.” Comment.