

**MBA**  
**(SEM-IV) THEORY EXAMINATION 2018-19**  
**NEGOTIATION & CONFLICT MANAGEMENT**

**Time: 3 Hours****Total Marks: 70****Note: 1.** Attempt all Sections. If require any missing data; then choose suitably.**SECTION A**

- 1. Attempt all questions in brief.** **2 x 7 = 14**
- a. What are patterns of conflict?
  - b. What are complexities of team?
  - c. What is BATNA?
  - d. What are levels of negotiation?
  - e. What is third party intervention in negotiation?
  - f. What is negotiation wisdom?
  - g. What are cultural differences in negotiation?

**SECTION B**

- 2. Attempt any three of the following:** **7 x 3 = 21**
- a. Explain traditional approaches used in conflict management.
  - b. Discuss the various individual styles for handling interpersonal conflicts.
  - c. Explain various strategies and tactics involved in handling negotiation.
  - d. Explain the challenges for effective negotiators in an organizational set up.
  - e. Explain best practices involved in negotiation with the help of examples.

**SECTION C**

- 3. Attempt any one part of the following:** **7 x 1 = 7**
- (a) Explain various types of conflict in an industrial set up.
  - (b) Explain modern approaches to conflict management with the help of examples.
- 4. Attempt any one part of the following:** **7 x 1 = 7**
- (a) Creativity can emerge from "Thinking outside the box" or "off the wall idea". Explain why is it necessary to foster creativity in negotiation.
  - (b) Explain the importance of emotional intelligence in handling negotiations.
- 5. Attempt any one part of the following:** **7 x 1 = 7**
- (a) Explain the various steps involved in Negotiation process.
  - (b) Explain the differences and similarities between bargaining and negotiation.
- 6. Attempt any one part of the following:** **7 x 1 = 7**
- (a) Explain various strategies involved in resolving impasses.
  - (b) Explain various causes and consequences in case of breakdown of negotiations.
- 7. Attempt any one part of the following:** **7 x 1 = 7**
- (a) Explain the role of cross-cultural differences in negotiations.
  - (b) Explain various steps involved in dealing with international negotiations.