

# Online Examinations (Even Sem/Part-I/Part-II Examinations 2020 - 2021)

Course Name - –Counseling and Negotiation Skill of Managers

Course Code - BBA605H

\* You can submit the form ONLY ONCE.

\* Fill the following information for further process.

\* Required

1. Email \*

---

2. Name of the Student \*

---

3. Enter Full Student Code \*

---

4. Enter Roll No \*

---

5. Enter Registration No \*

---

6. Enter Course Code \*

---

7. Enter Course Name \*

---

8. \*

*Mark only one oval.*

- Diploma in Pharmacy
- Bachelor of Pharmacy
- B.TECH.(CSE)
- B.TECH.(ECE)
- BCA
- B.SC.(CS)
- B.SC.(BT)
- B.SC.(ANCS)
- B.SC.(HN)
- B.Sc.(MM)
- B.A.(MW)
- BBA
- [B.COM](#)
- B.A.(JMC)
- BBA(HM)
- BBA(LLB)
- B.OPTOMETRY
- B.SC.(MB)
- B.SC.(MLT)
- B.SC.(MRIT)
- B.SC.(PA)
- LLB
- [B.SC\(IT\)-AI](#)
- B.SC.(MSJ)
- Bachelor of Physiotherapy
- B.SC.(AM)
- Dip.CSE
- Dip.ECE
- [DIP.EE](#)
- DIP.CE

- [DIP.ME](#)
- PGDHM
- MBA
- M.SC.(BT)
- M.TECH(CSE)
- LLM
- M.A.(JMC)
- M.A.(ENG)
- M.SC.(MATH)
- M.SC.(MB)
- MCA
- M.SC.(MSJ)
- M.SC.(AM)
- M.SC.CS)
- M.SC.(ANCS)
- M.SC.(MM)
- B.A.(Eng)

Answer all the questions. Each question carry one mark.

9. 1. As compared to unannounced negotiation, formal negotiation:

*Mark only one oval.*

- is more difficult
- requires less preparation
- is more time consuming
- is simpler

10. 2. Persuasion is an essential element of effective negotiation because it helps in

*Mark only one oval.*

- effecting agreements and solutions in the interest of all
- settling issues between two parties
- resolving disputes among people
- achieving one's own interests

11. 3. The final aim of negotiation is to

*Mark only one oval.*

- reach an agreement
- implement an agreement between two parties
- end a dispute
- win at all cost

12. 4. A negotiation is discussed in a tone that focuses attention on the need to reach a satisfactory solution by

*Mark only one oval.*

- setting conditions
- making proposals
- joint problem-solving
- force

13. 5. Negotiation strategy is partly concerned with

*Mark only one oval.*

- avoiding failure
- ending the discussion
- searching for a common goal
- prolonging the length of the negotiation

14. 6. Negotiation implies that both parties accept that the agreement between them is

*Mark only one oval.*

- conditional
- subject to further dispute
- final and binding
- necessary

15. 7. One's negotiation objective should be

*Mark only one oval.*

- social
- ideal
- realistic
- personal

16. 8. In negotiations, the interpretation of a cue requires skill because it may be:

*Mark only one oval.*

- international
- behavioural
- ambiguous
- verbal

17. 9. What is Negotiation

*Mark only one oval.*

- Negotiation can be defined as a basic means of getting what you want from others
- It is back-and-forth communication designed to reach an agreement
- Negotiation is a method by which people settle differences. It is a process by which compromise or agreement is reached while avoiding argument and dispute
- All of these

18. 10. The ability to negotiate requires a blend of interpersonal and communication skills used together to achieve the desired result. Which of the following are the traits of an effective negotiator?

*Mark only one oval.*

- Negotiators must have the skills to analyse a problem to determine the interests of each stakeholder in the negotiation.
- Effective negotiators are able to listen actively to other parties during the debate, reading their body language as well as listening to the verbal communication.
- Effective negotiators are able to maintain good working relationships with those involved in the negotiation process.
- All of these

19. 11. Some of the measures that a skilled negotiator may adopt to avoid a deadlock in the final stages of negotiations include

*Mark only one oval.*

- Offer a comprehensive and convincing explanation of the reasons why the concessions sought by the other party cannot be accepted.
- Express willingness to review the matter or concessions or benefits sought by the other party, in the future.
- Both Offer a comprehensive and convincing explanation of the reasons why the concessions sought by the other party cannot be accepted. & Express willingness to review the matter or concessions or benefits sought by the other party, in the future.
- None of these

20. 12. High risk negotiation techniques include

*Mark only one oval.*

- Take it or leave it– This is a highly aggressive strategy that may produce anger or frustration in the other parties
- Losing the temper – This is actually a sign of weakness and can be interpreted as unprofessional and potentially manipulative. It is more likely to lead counterparties to harden their position.
- Waiting until the final moment – This technique involves using stalling tactics knowing the deadline is near.
- All of these



21. 13. Low risk negotiation techniques include

*Mark only one oval.*

- Address the easy points first – this can help build trust and momentum towards the more challenging issues
- Oh poor me – This approach could lead to sympathy although may as easily bring out the aggressive and killer instinct nature in the other party.
- Silence – This can be effective and shift the power to the one being silent. Be careful not to provoke anger or frustrate the other parties.
- All of these

22. 14. The negotiation process has three stages. Which one of the following is NOT a stage?

*Mark only one oval.*

- preparation
- strategy confirmation
- settling on details
- action

23. 15. In third-party negotiations, a third party with the authority to dictate an agreement is known as a(n):

*Mark only one oval.*

- consultant
- mediator
- arbitrator.
- conciliator.

24. 16. What is counseling?

*Mark only one oval.*

- Involves listening.
- Empower others.
- Exchange and support.
- All of these

25. 17. Myth on counseling

*Mark only one oval.*

- A face to face session
- A stranger can help
- It is and advice-giving session.
- Time-filling services.

26. 18. Personal trait you should have as a helper

*Mark only one oval.*

- Patience
- Like people.
- Good listener.
- Sense of humor.

27. 19. Helping listening behavior includes

*Mark only one oval.*

- On-off listening
- Allowing silence
- Judging
- Too many questions

28. 20. Key points of 'active listening'.

*Mark only one oval.*

- Concentrate on verbal.
- Conveys empathy.
- Sympathize.
- Touching.

29. 21. "How do you feel with your vision now?". What type of question is that?

*Mark only one oval.*

- Partially ended
- Closed ended
- Open ended
- Open then closed.

30. 22. You used this type of question to get a specific information.

*Mark only one oval.*

- Open
- Closed
- open then closed
- closed forever

31. 23. Problem with active or emphatic listening.

*Mark only one oval.*

- What is happening in your own life.
- Personal values.
- Being selective.
- Culture and language.

32. 24. Principles of Guidance provides the

*Mark only one oval.*

- Sociological framework for organising guidance activities
- Psychological framework for organising guidance activities
- Philosophical framework for organising guidance activities
- Political framework for organising guidance activities

33. 25. State which of the following statements is NOT TRUE with respect to the principles of guidance

*Mark only one oval.*

- Guidance is a lifelong process
- Guidance can take the help of tests for effectiveness
- There is no scope for individual differences in guidance
- Guidance is a generalised and specialised process

34. 26. According to Ginsberg's Theory, during the fantasy stage

*Mark only one oval.*

- Children start paying attention towards his capacities
- Children start becoming aware of his likes and dislikes
- Children primarily engage in playful acts and simulating occupations
- Children commit to one chosen direction

35. 27. In which stage of Ginsberg's Theory of Vocational Choice, the individual will develop personal values and begin to zero in on his optimal career choice

*Mark only one oval.*

- Fantasy stage
- Interest Stage
- Realistic choice stage
- Tentative choice stage

36. 28. The one who seeks help in a counselling is called the

*Mark only one oval.*

- Counsellor
- Consultant
- Counselee
- Patient

37. 29. The one who provides help in a counselling is called the

*Mark only one oval.*

- Therapist
- Counselee
- Counsellor
- Consultant

38. 30. Which type of stress provides the outlet to express our talent and energies and helps us to pursue happiness?

*Mark only one oval.*

- Distress
- Chronic stress
- Acute stress
- Eustrees

39. 31. In dual concern model the style which represents a low level of concern for both self and other known as \_\_\_\_\_.

*Mark only one oval.*

- Dominating
- Obliging
- Avoiding
- Compromising

40. 32. Third party usually helps, clarifies and grounds each disputing party's alternatives to agreement in \_\_\_\_\_.

*Mark only one oval.*

- Negotiation
- Litigation
- Reality testing
- Dispute

41. 33. Research and investigation can be examples of sources of \_\_\_\_\_ power.

*Mark only one oval.*

- Normative
- Reward
- Expert
- Democratic

42. 34. dispute between two neighbors can be example of \_\_\_\_\_power.

*Mark only one oval.*

- Expert
- Reward
- Social
- Ecological

43. 35. Formal power is exercised in a \_\_\_\_\_manner

*Mark only one oval.*

- Bottom-Up
- Horizontal
- Top-Down
- Vertical

44. 36. The influence which is deliberate or purposive in nature may be called\_\_\_\_\_.

*Mark only one oval.*

- Motivation
- Integration
- Power
- None of these



45. 37. Dual concern model assumes that no disputant has \_\_\_\_\_ orientation

*Mark only one oval.*

- Positive
- Neutral
- Negative
- Zero-Sum

46. 38. In dual concern model the style which represents a moderate level of concern for self and other known as \_\_\_\_\_.

*Mark only one oval.*

- Avoiding
- Compromising
- Obliging
- Dominating

47. 39. Negotiation in which the disputants are the only participants is called \_\_\_\_\_.

*Mark only one oval.*

- Adjudication
- Mediation
- Simple negotiation
- Facilitated negotiation

48. 40. An interpersonal conflict in which no participant is aware of the divergence of goals, needs, or interests is known as \_\_\_\_\_.

*Mark only one oval.*

- Cause of action
- False conflict
- Latent conflict
- None of these

49. 41. Conflict causes predictable and destructive changes in the disputant's attitudes, perceptions and interactions is called \_\_\_\_\_.

*Mark only one oval.*

- Perceived conflict
- Real conflict
- Data type conflict
- Escalating conflict

50. 42. The first step in conflict diagnosis is to describe the \_\_\_\_\_.

*Mark only one oval.*

- Motives
- Disputant
- Conflict
- Position

51. 43. In interpersonal conflict the reality understood by each participant is highly\_\_\_\_\_.

*Mark only one oval.*

- Objective
- Personal
- Subjective
- Biased

52. 44. There is/are usually \_\_\_\_\_ source /sources of any given conflict.

*Mark only one oval.*

- Single
- Sole
- Multiple
- Distinct

53. 45. One can infer attitudes and make judgments about people and things through \_\_\_\_\_.

*Mark only one oval.*

- Stimuli
- General attribution theory
- Perception
- Cognitive Structure

54. 46. There is a contest among all employees of organization about valuable suggestions for improving policies for employees. What type of conflict it may be?

*Mark only one oval.*

- Constructive
- Competitive but constructive
- Destructive
- Cooperative but destructive

55. 47. All of the following are advantages of understanding the other disputant's interests except:

*Mark only one oval.*

- It helps user visualize and recognize meet goals alternate ways to
- It ensures user doesn't miss an optimal resolution
- It creates greater inflexibility in coming to settlement
- It enables user to evaluate whether some interests could be met outside the conflict

56. 48. Focusing only on resource aspects of a conflict leads to

*Mark only one oval.*

- Zero-sum thinking
- A competitive approach to resolution
- Zero-sum thinking and a competitive approach to resolution
- A cooperative approach to resolution

57. 49. Where the disputants aren't fighting about what's really bothering them, the conflict is:

*Mark only one oval.*

- Misaligned
- Misattributed
- Misplaced
- Displaced

58. 50. In the final step, Step Seven, disputants put the option into practice, which in turn creates a new

*Mark only one oval.*

- Stimulus
- Action
- Option
- None of these

59. 51. Impressions formed about people that are based upon fitting the person into various categories are a type of impression called:

*Mark only one oval.*

- Detail processing
- Data processing
- Systemic processing
- Category-based processing

60. 52. The mental processes which are used unconsciously to reinforce stereotypes include all of the following except:

*Mark only one oval.*

- Ignoring
- Over interpretation
- Explaining away
- All of these

61. 53. Extending a pre assumed perception and confirming it with small piece of information is which type of mental process of stereotyping?

*Mark only one oval.*

- Selecting Weighting Processes
- Stereotype-consistent perception
- Stereotype over interpretation
- Explaining away

62. 54. \_\_\_\_\_ processing is more accurate, but \_\_\_\_\_ processing is faster & easier.

*Mark only one oval.*

- Dual, systematic
- Category-based, systematic
- Systematic, category-based
- Group, Systematic

63. 55. The mediator's primary function is to promote effective negotiation in:

*Mark only one oval.*

- Nonbinding evaluations
- Evaluative mediation
- Facilitative mediation
- Mediation

64. 56. An advantage of "evaluative" mediation is that it:

*Mark only one oval.*

- Is the best form of mediation in improving the disputants' relationship
- Is the best form of mediation in inducing the disputants to use principled negotiation
- Helps each disputant to fine-tune his or her BATNA for accuracy and to modify it if it is too optimistic
- All of these

65. 57. In general, settlements reached in mediation, once formalized, are

*Mark only one oval.*

- Unenforceable
- Enforceable to the same extent as court orders
- Enforceable to the same extent as contracts, and subject to the same defenses
- Enforceable, but voidable by any disputant who wishes to opt out of the agreement

66. 58. "To facilitate Collaborating/Integrating negotiation between the disputants" is the goal of which type of mediation?

*Mark only one oval.*

- Triage mediation
- Pure mediation
- Therapeutic mediation
- Bargaining-based mediation

67. 59. In which sort of mediation are due process problems the most likely to occur?

*Mark only one oval.*

- Triage mediation
- Bargaining-based mediation
- Pure mediation
- Transformative mediation

68. 60. Sara is a triage mediator, Warda is a pure mediator, Afifa is a transformative mediator, and Faria is a bargaining-based mediator. Which of these mediators is more likely to try to encourage her clients to get a fair agreement through compromising?

*Mark only one oval.*

- Sara
- Warda
- Faria
- Afifa



69. 61. The purpose of pure mediation would be most accurately stated as:

*Mark only one oval.*

- Facilitating principled bargaining or similar collaborative negotiation so that settlement can result
- Getting a fair compromise
- Getting a settlement as quickly as possible
- Healing the disputants emotionally

70. 62. Potential mediation client Ms. B complained that she wanted to reach settlement in mediation, but the mediator didn't seem at all concerned with helping the parties reach settlement, or even to negotiate. Which of the following forms of mediation did this mediator probably practice?

*Mark only one oval.*

- Triage mediation
- Transformative mediation
- Pure mediation
- Bargaining-based mediation

71. 63. Most informal arbitration is probably \_\_\_\_\_ than most facilitative mediation

*Mark only one oval.*

- Quicker but more expensive
- Quicker and less expensive
- Slower but less expensive
- Slower and more expensive

72. 64. I want to save time and money.” Taking in to consideration the advantages and disadvantages of different type of dispute resolution methods, which of the following is best method to be adopted for the statement given above?

*Mark only one oval.*

- Legislation
- Negotiation
- Mediation
- Adjudication

73. 65. In issue clarification stage in the process of mediation, \_\_\_\_\_ mediation generally focuses on analyzing interests of disputants and on avoiding positional bargaining.

*Mark only one oval.*

- Evaluative
- Non-binding
- Category based
- Facilitative

74. 66. Which of the following introductory statements by a mediator is MOST LIKELY to lead to improved cooperation between the mediating disputants?

*Mark only one oval.*

- The purpose of this mediation is for you to decide whether plaintiff’s or defendant’s version of the issue will prevail.”
- “Mediation is a way for the two of you to seek creative solutions to your conflict that address your unique situation and leave neither of you feeling victimized.”
- Now I’d like each of you to state your positions.”
- None of these

75. 67. One DISADVANTAGE of caucusing in mediation is that:

*Mark only one oval.*

- The mediator is prevented from using evaluative tactics
- Caucusing promotes principled negotiation
- Caucusing prevents the mediator from learning about issues the disputants feel uncomfortable discussing in front of one another
- Caucusing does not promote integrating/collaborating

76. 68. Concerns over whether a mediator should be able to testify in subsequent litigation raise issues of:

*Mark only one oval.*

- Confidentiality
- Effectiveness
- Participation
- Enforceability

77. 69. Many scholars recognize advantages of arbitration over litigation. These advantages include:

*Mark only one oval.*

- Expertise of a specialized tribunal
- Fewer saving in time and expense
- Less compliance with arbitration awards
- Arbitrator's decision serves as precedent in all similar cases throughout the country

78. 70. Which of the following is not advantage of arbitration?

*Mark only one oval.*

- Low Cost relative to Litigation
  - International Enforceability
  - Legally Binding Nature
  - Intermediary involved
- 

This content is neither created nor endorsed by Google.

Google Forms