

Online Assessment (Even Sem/Part-I/Part-II Examinations 2019 - 2020)

Course Name - Managerial Counseling and Negotiation Skills

Course Code - HR404

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Answer all the questions. Each question carry one mark.

9. 1. Which of the following is not the type of counselling?

Mark only one oval.

Marriage and Family Counselling

Mental Health Counselling

Substance Abuse Counselling

All are types of Counselling

10. 2. Guidance is a process of _____

Mark only one oval.

- to give advice to the child
- teaching English to the Child
- Both to give advice to the child & teaching English to the Child
- None of these

11. 3. Which among these is not theory of counselling?

Mark only one oval.

- Psychoanalytic Theory
- Person-Centered Therapy
- Classical conditioning theory
- The Family Systems Model

12. 4. Psychoanalytic Theory was originally developed by

Mark only one oval.

- Sigmund Freud
- Carl Rogers
- Murray Bowen
- None of these

13. 5. Favoured technique for resolving conflict is

Mark only one oval.

- Negotiating
- Conciliation
- Removal of participants
- Not entertaining them

14. 6. Way in which organizations facilitate conflict integration is to establish

Mark only one oval.

- Lateral relations
- Former Relations
- Formal Relations
- Basic relative relations

15. 7. Transactional Analysis (TA) is related to

Mark only one oval.

- Learning
- Attitudes
- Perception
- Personality

16. 8. ____ is the method of analysing and understanding interpersonal behaviour.

Mark only one oval.

- Personality Test
- Transactional Analysis
- Social Test
- Sensitivity Analysis

17. 9. As firm is concerned, they are conflicts between allies, not

Mark only one oval.

- Participants
- Rule makes
- Opponents
- Resolvers

18. 10. Conflicts arising inside organization may also appear to involve

Mark only one oval.

- Property Rights
- Obligations
- Set of complex rules
- Both Property Rights and Obligations

19. 11. Negotiating to a win-win solution is key to++

Mark only one oval.

- Good project
- Cost Estimates
- Conflict Resolution
- Project Solution

20. 12. There are three traditional categories of conflicts i.e. goal oriented, authority based and

Mark only one oval.

- Technical
- Interpersonal
- Managerial
- Functional

21. 13. Conflicts perceive things differently and feel strongly about the

Mark only one oval.

- Differences
- Agreements
- Similarities
- Decisions

22. 14. Parties to negotiation see themselves as++

Mark only one oval.

- Members
- Justice seekers
- Opponents
- Problem makers

23. 15. Negotiation within organization should be directed at obtaining best outcome, not

Mark only one oval.

- Losing
- Winning
- Un argument able
- Rational

24. 16. There are interpersonal conflicts between people who are

Mark only one oval.

- Parties-not-interest
- Parties-out-interest
- Parties-at-interest
- Parties-from-interest

25. 17. Which of these has maximum reach?

Mark only one oval.

- Writing
- Listening
- Speaking
- Talking

26. 18. Which of these should communication not advance?

Mark only one oval.

- Information
- Affinity
- Reality
- Personal desires

27. 19. There is a barrier to communication when words are uttered in a _____ sense.

Mark only one oval.

- positive
- polite
- negative
- good

28. 20. Which of these is not an element of non- verbal communication?

Mark only one oval.

- Personal appearance
- Posture
- Name of the speaker
- Eye contact

29. 21. Employees with a _____ level of emotional intelligence have self-awareness that helps them understand co-workers and meet deadlines.

Mark only one oval.

- high
- moderate
- low
- None of these

30. 22. In the 1950's _____ began to develop his theories of Transactional Analysis

Mark only one oval.

- Murray Bowen
- Sigmund Freud
- Eric Berne
- None of these

31. 23. In Transactional Analysis, the person sending the Stimulus is called

Mark only one oval.

- Agent
- sender
- Receiver
- None of these

32. 24. _____ is our ability to think and determine action for ourselves, based on received data

Mark only one oval.

- 'Parent
- Adult
- 'Ego
- None of these

33. 25. Which of the following is appropriate way of making contact

Mark only one oval.

- good eye contact
- appropriate distance and tone
- open body position
- All of these

34. 26. What is a emotional intelligence includes

Mark only one oval.

- Self-awareness
- Self-management
- Social awareness
- All of these

35. 27. Which of the following emotion is not hard wired, in humans

Mark only one oval.

- fear
- anger
- joy
- None of these

36. 28. What should be included in achieving happiness in life

Mark only one oval.

- Being helpful and trusting of others
- Have a sense of self esteem
- Appreciating day-to-day living joys
- All of these

37. 29. What indicates your acknowledged listening

Mark only one oval.

- nodding your head
- continuing to make eye contact
- reflect back to your speaker what you heard
- All of these

38. 30. What leads to development of attitudes

Mark only one oval.

- Instructions from seniors or elders
- Conditioning associations
- Inclination for optimism
- All of these

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