



## BRAINWARE UNIVERSITY

Course – MBA

### Managerial Counselling & Negotiation Skills (HR404)

(Semester – 4)

**Time allotted: 3 Hours**

**Full Marks: 70**

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

### Group –A

(Multiple Choice Type Question)

10 x 1 = 10

1. *Choose the correct alternative from the following*

(i) Favored technique for resolving conflict is

- |                            |                          |
|----------------------------|--------------------------|
| a. Negotiating             | b. Conciliation          |
| c. Removal of participants | d. Not entertaining them |

(ii) A solution in which no party can be made better off without making another party worse off by same amount or more, is known as

- |                      |                            |
|----------------------|----------------------------|
| a. win-win solution  | b. win-lose solution       |
| c. win-lose solution | d. Pareto-Optimal Solution |

(iii) Conflicts arising inside organization may also appear to involve

- |                         |                 |
|-------------------------|-----------------|
| a. Property Rights      | b. Obligations  |
| c. Set of complex rules | d. Both A and B |

(iv) As firm is concerned, there are conflicts between allies, not

- |                 |                          |
|-----------------|--------------------------|
| a. Participants | b. Rule makes            |
| c. Opponents    | d. Resolvers Obligations |

(v) Fourth Point of Principled Negotiation is

- |                                   |                                       |
|-----------------------------------|---------------------------------------|
| a. Invent options for mutual gain | b. Insist on using objective criteria |
| c. Separate people from problem   | d. Focus on interests, not positions  |

- (vi) The view that conflict is neither good nor bad is known as:
- a. Radical
  - b. Pluralist
  - c. Interactionist perspective
  - d. Unitarist
- (vii) Conflict is inevitable because:
- a. It is obvious
  - b. It is used
  - c. It happens artificially
  - d. It is not true
- (viii) The practical application of the collaborating and compromising approaches to conflict management is known as:
- a. Negotiating
  - b. Arbitration
  - c. Mediation
  - d. None of the above
- (ix) The five conflict management style orientations are:
- a. Competing, accommodating, avoiding, collusion, and conflict.
  - b. Competing, accommodating, avoiding, competition, and compromising.
  - c. Competing, accommodating, avoiding, cooperation, and compromising.
  - d. Competing, accommodating, avoiding, collaborating, and compromising.
- (x) Four changes typically occur in groups experiencing intergroup conflict. These four changes are:
- a. Increased cohesion, increased loyalty, increased emphasis on task accomplishment, and acceptance of democratic leadership.
  - b. Increased cohesion, increased loyalty, increased emphasis on task accomplishment, and acceptance of autocratic leadership.
  - c. Increased cohesion, decreased loyalty, increased emphasis on task accomplishment, and acceptance of autocratic leadership.
  - d. Decreased cohesion, decreased loyalty, decreased emphasis on task accomplishment, and acceptance of autocratic leadership.

### Group – B

(Short Answer Type Questions)

3 x 5 = 15

Answer any *three* from the following

2. What are the benefits of negotiation? 5

- |  |   |
|--|---|
| 3. Define Gestalt Counseling.  | 5 |
| 4. Give the difference between Career Planning and Career Development. | 5 |
| 5. What is the difference between Negotiation and Settlement?          | 5 |
| 6. Define educational guidance.  | 5 |

**Group – C**

(Long Answer Type Questions)

3x 15 = 45

Answer any *three* from the following

- |   |    |
|---|----|
| 7. (a) What are the factors responsible for Counseling? Give the status of counseling and guidance. | 10 |
| (b) Discuss the features of counseling and the problems of young people.                            | 5  |
| 8. (a) Briefly discuss the process of counseling for a married couple.                              | 5  |
| (b) Give the difference between a counsellor and a manager.   | 10 |
| 9. (a) Briefly define counseling practices in today's business world.                               | 10 |
| (b) What are the aims and motive of educational guidance?   | 5  |
| 10. (a) What is negotiations?   | 8  |
| (b) Briefly explain the different steps involved in the process of negotiations.                    | 7  |
| 11. (a) Give the importance of communication in the process of counseling.                          | 9  |
| (b) What is the difference between counseling and negotiation?                                      | 6  |