



# BRAINWARE UNIVERSITY

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**Term End Examination 2021 - 22**  
**Programme – Bachelor of Business Administration**  
**Course Name – Counseling and Negotiation Skill of Managers**  
**Course Code - BBA605H**  
**( Semester VI )**

**Time allotted : 1 Hrs.25 Min.**

**Full Marks : 70**

[The figure in the margin indicates full marks.]

**Group-A**

(Multiple Choice Type Question)

1 x 70=70

*Choose the correct alternative from the following :*

- (1) As compared to unannounced negotiation, formal negotiation:
  - a) is more difficult
  - b) is more time consuming
  - c) requires less preparation
  - d) is simpler
- (2) Informal negotiation involves
  - a) two people
  - b) any number of people
  - c) three people
  - d) Four people
- (3) Persuasion is an essential element of effective negotiation because it helps in
  - a) resolving disputes among people
  - b) settling issues between two parties
  - c) effecting agreements and solutions in the interest of all
  - d) achieving one's own interests
- (4) The final aim of negotiation is to
  - a) reach an agreement
  - b) implement an agreement between two parties
  - c) win at all cost
  - d) end a dispute
- (5) A negotiation is discussed in a tone that focuses attention on the need to reach a satisfactory solution by
  - a) setting conditions
  - b) joint problem-solving
  - c) making proposals
  - d) force
- (6) Negotiation strategy is partly concerned with
  - a) avoiding failure
  - b) ending the discussion
  - c) searching for a common goal
  - d) prolonging the length of the negotiation
- (7) Negotiation implies that both parties accept that the agreement between them is
  - a) final and binding
  - b) subject to further dispute
  - c) conditional
  - d) necessary
- (8) One's negotiation objective should be

- a) social
- c) personal

- b) ideal
- d) realistic

(9) In order to persuade others, facts should be discussed from the point of view of a

- a) first party
- c) second party
- b) third party
- d) fourth party

(10) In negotiations, the interpretation of a cue requires skill because it may be:

- a) intentional
- c) behavioural
- b) ambiguous
- d) verbal

(11) What is Negotiation

- a) Negotiation can be defined as a basic means of getting what you want from others
- c) 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
- b) It is back-and-forth communication designed to reach an agreement
- d) All of the above

(12) The various stages of the negotiation process are:

- a) Preparation and Planning
- c) Clarification and Justification
- b) Definition of Ground Rules
- d) Bargaining and Problem Solving

(13) Some of the measures that a skilled negotiator may adopt to avoid a deadlock in the final stages of negotiations include

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

(14) High risk negotiation techniques include

- a) Take it or leave it– This is a highly aggressive strategy that may produce anger or frustration in the other parties
- c) 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.
- b) Waiting until the final moment – This technique involves using stalling tactics knowing the deadline is near.
- d) All of the above

(15) Low risk negotiation techniques include

- a) 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.
- c) Address the easy points first – this can help build trust and momentum towards the more challenging issues
- b) 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.
- d) All of the above

(16) When negotiating the price of a car, you are probably using a \_\_\_\_\_ bargaining strategy

- a) open
- c) distributive
- b) closed
- d) simulated

(17) The negotiation process has three stages. Which one of the following is NOT a stage?

- a) settling on details
- c) preparation
- b) strategy confirmation
- d) action



- (18) What is counseling?  
a) Involves listening.  
c) Empower others.
- (19) Process of counseling.  
a) Opening, Exploring, Understanding, Facilitating  
c) Understanding, Facilitating, Opening, Exploring
- (20) Helping listening behavior includes  
a) On-off listening  
c) Judging
- (21) "Tadi pakcik ada cakap.." is a type of reflecting skill. But which type?  
a) Reflecting.  
c) Affirmation.
- (22) You used this type of question to get a specific information.  
a) Open  
c) open then closed
- (23) Guidance can be called a process because  
a) One defines problems, identifies choices, sets goals and makes plans to reach that goal  
c) it is a continuous process
- (24) State which of the following statements is NOT TRUE with respect to the principles of guidance  
a) Guidance is a lifelong process  
c) There is no scope for individual differences in guidance
- (25) In which stage of Ginsberg's Theory of Vocational Choice are adolescent children able to better focus on, and recognize, work requirements?  
a) Fantasy stage  
c) Realistic choice stage
- (26) E.G. Williamson was the chief proponent of  
a) Directive Counselling  
c) Eclectic Counselling
- (27) The one who seeks help in a counselling is called the  
a) Counsellor  
c) Consultant
- (28) The one who provides help in a counselling is called the  
a) Counsellor  
c) Therapist
- (29) Which type of stress provides the outlet to express our talent and energies and helps us to pursue happiness?  
a) Distress  
c) Acute stress
- (30) In dual concern model the style which represents a low level of concern for both self and other known as \_\_\_\_\_.
- b) Exchange and support.  
d) All the above.
- b) Exploring, Understanding, Facilitating, Opening  
d) Facilitating, Opening, Exploring, Understanding
- b) Allowing silence  
d) Too many questions
- b) Restating.  
d) Summarizing
- b) Closed  
d) closed forever
- b) it helps every individual  
d) It is a voluntary process
- b) Guidance can take the help of tests for effectiveness  
d) Guidance is a generalised and specialised process
- b) Tentative choice stage  
d) Crystallisation Stage Right
- b) Non- directive Counselling  
d) Directive and Non-directive Counselling
- b) Counselee  
d) Patient
- b) Counselee  
d) Consultant
- b) Eustress  
d) Chronic stress

- a) Dominating  
c) Compromising
- b) Obliging  
d) Avoiding
- (31) Third party usually helps, clarifies and grounds each disputing party's alternatives to agreement in \_\_\_\_\_.
- a) Reality testing  
c) Negotiation
- b) Litigation  
d) Dispute
- (32) person holds \_\_\_\_\_ power when he influences others by coercing, threatening, harming and irritating.
- a) Reward  
c) Normative
- b) Coercive  
d) None of these
- (33) Research and investigation can be examples of \_\_\_\_\_ power.
- a) Expert  
c) Normative
- b) Reward  
d) Democratic
- (34) dispute between two neighbors can be example of \_\_\_\_\_ power.
- a) Expert  
c) Ecological
- b) Reward  
d) Social
- (35) The influence which is deliberate or purposive in nature may be called \_\_\_\_\_.
- a) Motivation  
c) Integration
- b) Power  
d) None of these
- (36) Dual concern model assumes that no disputant has \_\_\_\_\_ orientation
- a) Positive  
c) Neutral
- b) Negative  
d) Zero-Sum
- (37) Negotiation in which the disputants are the only participants is called \_\_\_\_\_.
- a) Adjudication  
c) Simple negotiation
- b) Mediation  
d) Facilitated negotiation
- (38) A conflict situation in which the disputants believe that when one disputant helps him/herself, the other disputant is also helped is \_\_\_\_\_.
- a) Constructive conflict  
c) Destructive conflict
- b) Competitive conflict  
d) Cooperative conflict
- (39) Conflict causes predictable and destructive changes in the disputant's attitudes, perceptions and interactions is called \_\_\_\_\_.
- a) Perceived conflict  
c) Escalating conflict
- b) Real conflict  
d) Data type conflict
- (40) The first step in conflict diagnosis is to describe the \_\_\_\_\_.
- a) Conflict  
c) Motives
- b) Disputant  
d) Position
- (41) There is/are usually \_\_\_\_\_ source /sources of any given conflict.
- a) Single  
c) Sole
- b) Multiple  
d) Distinct
- (42) High levels of trust between disputants makes:
- a) Negotiation more efficient  
c) Decrease disputant's willingness to try to find additional ways to trust each other
- b) Disputants less responsive  
d) A competitive conflict cycle more likely
- (43) There is a contest among all employees of organization about valuable suggestions for improving policies for employees. What type of conflict it may be?



- a) Constructive  
c) Competitive but constructive
- b) Destructive  
d) Cooperative but destructive
- (44) Focusing only on resource aspects of a conflict leads to  
a) Zero-sum thinking  
c) A cooperative approach to resolution
- b) A competitive approach to resolution  
d) Zero-sum thinking and a competitive approach to resolution
- (45) The meaning of language or behavior may be misunderstood, causing a \_\_\_\_\_ conflict.  
a) Preferences and nuisances  
c) Resource
- b) Data-type  
d) Communication
- (46) A person holds \_\_\_\_\_ power when he influences others by coercing, threatening, harming and irritating.  
a) Reward  
c) Normative
- b) Coercive  
d) Expert
- (47) Formal power is exercised in a \_\_\_\_\_ manner.  
a) Bottom-up  
c) Horizontal
- b) Top-down  
d) Vertical
- (48) An accurate estimate of BATNA:  
a) Allows team to make better choices about how to exert its relationship power in the negotiation  
c) Prevents team to accept a deal better than the BATNA without hesitation
- b) Allows being unduly pressured into settlement  
d) prevents lost opportunities to make good deals
- (49) The mental processes which are used unconsciously to reinforce stereotypes include all of the following except:  
a) Ignoring  
c) Explaining away
- b) Over interpretation  
d) All of the above are correct
- (50) Extending a pre assumed perception and confirming it with small piece of information is which type of mental process of stereotyping?  
a) Selecting Weighting Processes  
c) Stereotype-consistent perception
- b) Stereotype over interpretation  
d) Explaining away
- (51) The mediator's primary function is to promote effective negotiation in:  
a) Facilitative mediation  
c) Nonbinding evaluations
- b) Evaluative mediation  
d) Mediation
- (52) An advantage of "evaluative" mediation is that it:  
a) Helps each disputant to fine-tune his or her BATNA for accuracy and to modify it if it is too optimistic  
c) Is the best form of mediation in improving the disputants' relationship
- b) Is the best form of mediation in inducing the disputants to use principled negotiation  
d) All of mentioned options
- (53) "To facilitate Collaborating/Integrating negotiation between the disputants" is the goal of which type of mediation?  
a) Triage mediation  
c) Therapeutic mediation
- b) Bargaining-based mediation  
d) Pure mediation
- (54) In which sort of mediation are due process problems the most likely to occur?  
a) Triage mediation  
c) Pure mediation
- b) Bargaining-based mediation  
d) Transformative mediation

- (55) Most informal arbitration is probably \_\_\_\_\_ than most facilitative mediation.
- a) Quicker and less expensive  
 b) Quicker but more expensive  
 c) Slower but less expensive  
 d) Slower and more expensive
- (56) 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?
- a) Triage mediation  
 b) Bargaining-based mediation  
 c) Pure mediation  
 d) Transformative mediation
- (57) Mediation:
- a) Indirectly promotes cooperation  
 b) Can enhance or preserve relationships  
 c) Can create mistrust  
 d) Some time unable to create more optimal solutions than processes that do not directly promote cooperation
- (58) In issue clarification stage in the process of mediation, \_\_\_\_\_ mediation generally focuses on analyzing interests of disputants and on avoiding positional bargaining.
- a) Evaluative  
 b) Facilitative  
 c) Category based  
 d) Non-binding
- (59) Which of the following introductory statements by a mediator is MOST LIKELY to lead to improved cooperation between the mediating disputants?
- a) "The purpose of this mediation is for you to decide whether plaintiff's or defendant's version of the issue will prevail."  
 b) "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."  
 c) "Now I'd like each of you to state your positions."  
 d) None of these
- (60) Confidentiality in mediation is:
- a) Entirely determined by statute  
 b) Determined by statute, court rule, or contract, depending on the jurisdiction and the type of mediation  
 c) Ordered by the mediator in appropriate cases  
 d) A myth; mediation is not confidential
- (61) Many scholars recognize advantages of arbitration over litigation. These advantages include:
- a) Expertise of a specialized tribunal  
 b) Fewer saving in time and expense  
 c) Less compliance with arbitration awards  
 d) Arbitrator's decision serves as precedent in all similar cases throughout the country
- (62) \_\_\_\_\_ is potentially cheaper and faster than \_\_\_\_\_ not-binding evaluation, litigation
- a) Litigation, Non-binding evaluation  
 b) Litigation, ADR  
 c) ADR, Litigation  
 d) None of these
- (63) Which of the following statement is misperception about conflict?
- a) Conflict levels are segregated into multiple situations  
 b) Delaying the conflicts may leads to destructive behavior  
 c) Conflicts are only created to gain benefits  
 d) Conflict not always leads to an anger
- (64) Application of ADR is promoted in which of the following type of culture?
- a) Collectivist  
 b) Communist  
 c) Monopolistic  
 d) Individualistic



- (65) Which of the following is NOT an important tip for a driver to survive in a Fender-Bender?
- a) Exchange information
  - b) Keep calm
  - c) Call the police
  - d) Start a row
- (66) A conflict which is purely internal and does not involve any other person, is:
- a) Interpersonal conflict
  - b) Intrapersonal conflict
  - c) Interpretive conflict
  - d) Not a conflict
- (67) Many conflicting situations may have more than one:
- a) Activity conflict
  - b) Interpersonal conflict
  - c) Agency conflict
  - d) None of these
- (68) The conflict which arises over personal beliefs and deeply held morals & ethics is termed as:
- a) Differences in orientation
  - b) Conflict over facts
  - c) Conflicts over deeply held values
  - d) Threats to self-concept and world view
- (69) Conflict can be taken as a challenge and could be transformed into a/an:
- a) Threat
  - b) System
  - c) Opportunity
  - d) Weakness
- (70) All of the following are advantages of understanding the other disputant's interests, EXCEPT:
- a) Disputant is restricted with his own ideas
  - b) Craft proposals that are acceptable to others
  - c) Avoidance of positional bargaining
  - d) Limit later sabotage that may arouse