



BRAINWARE UNIVERSITY

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

- 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 sources 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

- (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