

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) $1 \times 70 = 70$ 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 simplier

(2) Informal negotiation involves

a) two people b) any number of people

d) Four people c) three people

(3) Persuasion is an essential element of effective negotiation because it helps in

b) settling issues between two parties a) resolving disputes among people

c) effecting agreements and solutions in the inter d) achieving one's own interests est of all

(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 satisfacto ry 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	b) ideal	
c) personal	d) realistic	
(9) In order to persuade others, facts should be discussed from the point of view of a		
a) first party	b) third party	
c) second party	d) fourth party	
(10) In negotiations, the interpretation of a cue requires	s skill because it may be:	
a) intentional	b) ambiguous	
c) behavioural	d) verbal	
(11) What is Negotiation		
a) Negotiation can be defined as a basic means o f getting what you want from others	b) It is back-and-forth communication designed t o reach an agreement	
c) Negotiation is a method by which people settl e differences. It is a process by which compro mise or agreement is reached while avoiding a rgument and dispute	d) All of the above	
(12) The various stages of the negotiation process are:		
a) Preparation and Planning	b) Definition of Ground Rules	
c) Clarification and Justification	d) Bargaining and Problem Solving	
(13) Some of the measures that a skilled negotiator may tages of negotiations include	y adopt to avoid a deadlock in the final s	
a) Offer a comprehensive and convincing explan ation of the reasons why the concessions soug ht by the other party cannot be accepted.	b) Express willingness to review the matter or co ncessions or benefits sought by the other part y, in the future.	
c) Both A&B	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 	b) Waiting until the final moment – This techniq ue involves using stalling tactics knowing the deadline is near.	
c) Losing the temper – This is actually a sign of weakness and can be interpreted as unprofessi onal and potentially manipulative. It is more likely to lead counterparties to harden their position.	d) All of the above	
(15) Low risk negotiation techniques include		
a) Silence – This can be effective and shift the po wer to the one being silent. Be careful not to p rovoke anger or frustrate the other parties.	b) Oh poor me –This approach could lead to sym pathy although may as easily bring out the agg ressive and killer instinct nature in the other p arty.	
c) Address the easy points first – this can help bu ild trust and momentum towards the more chal lenging issues	d) All of the above	
(16) When negotiating the price of a car, you are probably using a bargaining strateg		
a) open	b) closed	
c) distributive	d) simulated	
(17) The negotiation process has three stages. Which one of the following is NOT a stage?		
a) settling on details	b) strategy confirmation	
c) preparation	d) action	

(18) What is counseling?		
a) Involves listening.	b) Exchange and support.	
c) Empower others.	d) All the above.	
(19) Process of counseling.		
 a) Opening, Exploring, Understanding, Facilitati ng 	b) Exploring, Understanding, Facilitating, Opening	
c) Understanding, Facilitating, Opening, Explori	d) Facilitating, Opening, Exploring, Understanding	
(20) Helping listening behavior includes		
a) On-off listening	b) Allowing silence	
c) Judging	d) Too many questions	
(21) "Tadi pakcik ada cakap" is a type of reflecting sk	till. But which type?	
a) Reflecting.	b) Restating.	
c) Affirmation.	d) Summarizing	
(22) You used this type of question to get a specific inf	, 6	
a) Open	b) Closed	
c) open then closed	d) closed forever	
(23) Guidance can be called a process because	-,	
a) One defines problems, identifies choices, sets	b)	
goals and makes plans to reach that goal	b) it helps every individual	
c) it is a continuous process	d) It is a voluntary process	
(24) State which of the following statements is NOT T idance	RUE with respect to the principles of gu	
a) Guidance is a lifelong process	b) Guidance can take the help of tests for effectiv	
c) There is no scope for individual differences in guidance	d) Guidance is a generalised and specialised process	
(25) In which stage of Ginsberg's Theory of Vocationa better focus on, and recognize, work requirements		
a) Fantasy stage	b) Tentative choice stage	
c) Realistic choice stage	d) Crystallisation Stage Right	
(26) E.G. Williamson was the chief proponent of	, ,	
a) Directive Counselling	b) Non- directive Counselling	
c) Eclectic Counselling	d) Directive and Non-directive Counselling	
(27) The one who seeks help in a counselling is called the		
a) Counsellor	b) Counselee	
c) Consultant	d) Patient	
(28) The one who provides help in a counselling is call	,	
a) Counsellor	b) Counselee	
c) Therapist	d) Consultant	
(29) Which type of stress provides the outlet to express our talent and energies and helps us to pursue happiness?		
a) Distress	b) Eustress	
c) Acute stress	d) Chronic stress	
(30) In dual concern model the style which represents a low level of concern for both self and		
other known as	a to the total of contoons for both self and	

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

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

(55) Most informal arbitration is probablyion.	than most facilitative meditat
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 ion, but the mediator didn't seem at all concerned t, or even to negotiate. Which of the following fo ably practice?	with helping the parties reach settlemen
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 solu tions than processes that do not directly prom ote cooperation
(58) In issue clarification stage in the process of media rally focuses on analyzing interests of disputants a	
a) Evaluative	b) Facilitative
c) Category based	d) Non-binding
(59) Which of the following introductory statements b o improved cooperation between the mediating di	
a) The purpose of this mediation is for you to dec ide 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 position s."	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 de:	n over litigation. These advantages inclu
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 evaluatio
a) Litigation, Non-binding evaluation	b) Litigation, ADR
c) ADR, Litigation	d) None of these
(63) Which of the following statement is misperception	n about conflict?
 a) Conflict levels are segregated into multiple sit uations 	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 r?	r a driver to survive in a Fender-Bende	
a) Exchange information	b) Keep calm	
c) Call the police	d) Start a row	
(66) A conflict which is purely internal and does not inv	volve 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 or	ne:	
a) Activity conflict	b) Interpersonal conflict	
c) Agency conflict	d) None of these	
(68) The conflict which arises over personal beliefs and as:	deeply held morals & ethics is termed	
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 understandin PT:	ng the other disputant's interests, EXCE	
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	