

Total No. of printed pages = 2

BA 17240 H2

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Roll No. of candidate

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2022

M.B.A. 4<sup>th</sup> Semester End-Term Examination

NEGOTIATION AND COUNSELING

(New Regulation)

Full Marks – 70

Time – Three hours

The figures in the margin indicate full marks for the questions.

Answer question No.1 and any *four* from the rest

- I. Answer the following questions : (10 × 1 = 10)
- (a) \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ are the crucial elements of Negotiation.
  - (b) \_\_\_\_\_ was responsible for pioneering Cognitive Behaviour Theory (CBT)
  - (c) \_\_\_\_\_ is the process of playing down differences that exists groups while emphasizing common interests.
  - (d) Collective bargaining is a means to achieve better \_\_\_\_\_ relation.
  - (e) Expression of conflict reduces \_\_\_\_\_
  - (f) When one party achieves most and other party loses or gains very little then it is \_\_\_\_\_ strategy of negotiation.
  - (g) \_\_\_\_\_ means interests, responsiveness and sensitive emotional involvement.
  - (h) Autobiography means \_\_\_\_\_ written by a person himself.
  - (i) The control principle of behavioural counseling is \_\_\_\_\_
  - (j) Negotiation process is affected by \_\_\_\_\_ constraints.
- II. 2. (a) Discuss the various features of negotiation. How can a negotiator prepare himself before initiating a negotiation process? (8)
- (b) How is a negotiating strategy developed? (7)

[Turn over

3. (a) What are the qualities of an effective negotiator? (10)  
(b) "Sociometry is a method by which we can explore the place of a person in a society". Illustrate the statement in context to counselling. (5)
4. (a) What is conflict? State the functions of conflict. How can conflict be reduced through avoidance? (8)  
(b) Discuss the various styles of negotiation. (7)
5. (a) How does control of extraneous variables act as a criteria for evaluation? What kind of problems are faced by a negotiator during evaluation? (5+5=10)  
(b) How is Performance Counselling useful for a managers? (5)
6. (a) What is meant by Diagnosis in counselling? What kind of diagnostic tools are used by counsellors to dispose off their problems? (8)  
(b) What changes does the process of counselling aims at? Elaborate the process. (7)
7. Write short notes: (any *Three*) (3 × 5 = 15)
- (a) Factors responsible for counselling  
(b) Differentiate between Directive and Non-Directive counseling  
(c) Gestalt approach to counselling.  
(d) Win-Win strategy of negotiation  
(e) BATNA

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