

Total No. of printed pages = 3

BA 17240H2

Roll No. of candidate

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2020

M.B.A. 4th Semester End-Term Examination

NEGOTIATION AND COUNSELLING

Full Marks – 50

Time – Two hours

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

Answer Question No. 1 and any *three* from the rest.

1. Fill in the blanks (any *five*) : (5 × 1 = 5)
- (a) _____ is known as the founder of the person-centered counseling.
 - (b) Negotiation process is affected by _____ constraints.
 - (c) Expression of conflict reduces _____.
 - (d) _____ records a specialized form of incidental observation.
 - (e) The control principle of behavioural counseling is _____.

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- (f) _____ , _____ and _____ are the basic elements of negotiation.
- (g) Distributive negotiation is also known as _____ exchange.
- (h) The success of negotiation depends on _____ and _____ of the negotiation.
- (i) Behavioural counseling is based on _____ theory.
- (j) _____ style of negotiation is cool and dispassionate.
2. (a) How does integrative negotiation help in preserving relationship? How can Integrative negotiation be distinguished from distributive negotiation? (5 + 5 = 10)
- (b) Explain the various tactics used by bargainers to improve their bargaining. (5)
3. (a) "Negotiation is a complex communication process having a complex structure." Elucidate the Statement. (7)
- (b) Discuss the various qualities that are expected to be present within a good negotiator. (8)
4. (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) Explain the role of Creativity in negotiation. (5)

5. (a) Discuss the positive and negative impact of conflicts on an individual or in interpersonal relationships in an organisation. (7)
- (b) How does negotiator manage to control emotions of clients at different levels during negotiation? How is a negotiating strategy developed? (8)
6. (a) Why is the Psychoanalytic theory also known as Psychodynamic theory? Discuss the technique used to understand human psychic through this approach along with its limitations. (8)
- (b) What are the activities that are performed by a counselor? State the moral qualities expected to be possessed by a good counselor. (7)
7. Write short notes on (any *three*) : (3 × 5 = 15)
- (a) Features of Collective Bargaining
- (b) Conditions for Effective Counseling
- (c) Questionnaire
- (d) Types of Interview
- (e) Characteristics of a councillor.
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