



Printed Pages : 2

MBA-HR – 4

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 7035

Roll No.

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M. B. A.

(SEM. IV) EXAMINATION, 2006-07

NEGOTIATION & COUNSELLING

Time : 3 Hours]

[Total Marks : 100

Note : Attempt all questions.

All questions carry equal marks.

1 What do you understand by a “Crisis Situation” during negotiation? What steps could be taken by the Management to avoid such situation? **20**

OR

1 Explain the observation of a Senior Management Team that “highly democratic unions are extremely difficult to negotiate with”. **20**

2 Discuss the role of creativity in negotiations. **20**

OR

2 Bring out the important factors that have a bearing on the negotiation process, being carried out by a large nationwide company. **20**

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[Contd...

3 “The personalities of labour and management representatives have a major bearing on the negotiation outcome”. Examine this statement, citing examples from Indian Corporate Scene. **20**

OR

3 Describe in detail the process of negotiation. Do you feel that this process is difficult and complex? **20**

4 What is counselling? Examine briefly one efficacy of various techniques of Employee Counselling used in Indian Industry. **20**

OR

4 Distinguish between ‘Directive’ and ‘Non – Directive’ counselling. Are these two approaches dichotomous in strict sense? **20**

5 Write notes on any **two** of the following : **10×2**

- (a) Objectives of Counselling
- (b) Measuring Success of Counselling
- (c) Trading points
- (d) Counselling and Unions.
