



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” **20**
during negotiation? What steps could be taken by the
Management to avoid such situation?

OR

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

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

OR

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

- 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.
