

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

PAPER ID : 7151

Roll No.

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M.B.A.

(SEMESTER-IV) THEORY EXAMINATION, 2012-13

NEGOTIATION & COUNSELLING

Time : 3 Hours]

[Total Marks : 100

Section – A

1. Answer all ten questions in 50 to 75 words. All questions carry equal marks. 2 × 10
- What is the role of non-verbal communication in negotiation ?
 - Discuss the role of counsellor in counselling process.
 - Define the nature and characteristic of negotiation.
 - What kind of preparation is required in negotiation ?
 - Distinguish between 'negotiation' and 'collective bargaining' in organisation context.
 - Discuss the two most common strategic approaches of negotiation.
 - What are the major barriers in counselling process ?
 - Write down the steps involved in counselling process.
 - What do you mean by Substantive inoculation ?
 - What is Eclectic approach of counselling ?

Section – B

2. Answer any three of the following questions in not more than 200 words : 10 × 3
- Discuss the role of "Negotiating Emotional Intelligence" as interpersonal skill in negotiation process.
 - Write down the prerequisites for effective negotiation.
 - What are the defections approaches to counselling ?
 - What has been the major recommendations of Godbole Committee ?
 - Discuss the factors contributing to the emergence of counselling.



Section – C

Answer the following questions in not more than 500 words :

10 × 5

3. Comment on this 'the outcome of a negotiation is also influenced greatly by each party's real or perceived power'.

OR

Discuss the role of trade unions in negotiation process.

4. Discuss the main steps in 'Role Negotiation' at Bokaro Steel Plant.

OR

Discuss the Environmental Context of International Negotiation.

5. What are the major participants in Counselling ?

OR

Discuss the traits of successful interest-based negotiator models.

6. Explain the use of 'BATNA' in Indian organizations.

OR

What are the cultural perceptions and differences that led to the Debacle of Dabhol ?

7. "Counselling plays a pivotal role in today organisations". Comment.

OR

Discuss in detail the modern trends in Counselling process.