

Total No. of printed pages = 3

BA 13240H3

Roll No. of candidate

--	--	--	--	--	--	--	--	--	--

2017

MBA 4th Semester End-Term Examination

NEGOTIATION AND COUNSELLING

Full Marks-100 Pass Marks-35 Time-Three hours

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

GROUP - A

1. Answer any *six* questions : 5×6=30

(a) "Counselling becomes an important need of modern organizations." Comment.

(b) Explain briefly the PRAM model.

(c) Discuss the ethical issues involved in the negotiation process.

(d) Discuss the role of counselling as a Human Resource Development tool in an organiza-
tion.

[Turn over

(e) What are the general guidelines for effective negotiation ?

(f) Distinguish between directive and non-directive counselling.

(g) "Good communication is the most important prerequisite for successful negotiation." Discuss.

(h) What do you mean by career counselling ? Explain.

GROUP - B

2. Answer any four questions : $10 \times 4 = 40$

(a) What are the essential elements of a counselling process ? Explain the role of counsellor in this process.

(b) What do you mean by negotiation strategies ? Discuss the strategies used in distributive bargaining.

(c) Discuss the role of perception, cognition and emotion in the negotiation process.

(d) Define conflict. What are the different types of conflict ? How can conflict be managed in an organization ?

(e) Discuss in detail the 'humanistic approach' of counselling.

(f) What is meant by diagnosis ? Explain the tools used for effective diagnosis.

GROUP - C

Answer any two questions : $15 \times 2 = 30$

(a) What do you mean by BATNA ? What are the features that determine BATNA ?

(b) What is performance counselling ? What are the conditions for effective performance counselling ? Explain the phases involved in performance counselling.

(c) Write short notes on :

(i) Counselling for disabled

(ii) Collective bargaining

(iii) Qualities of a good negotiator.