

**Paper Code: MBA-HR04**

**Roll No.**

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**MBA**  
**(SEM IV) EVEN SEMESTER EXAMINATION, 2015-16**  
**NEGOTIATION & COUNSELLING**

**[Time: 3 hrs.]**

**[Max. Marks: 100]**

**Note:-** Attempt all questions. All questions carry equal marks.

**1. Attempt any two parts of the following:-**

**[10x2=20]**

- (a) What are the different types of style which may be adopted by an individual in negotiation?
- (b) Discuss the various myths associated with negotiation.
- (c) "Negotiation is a process by which at least two parties try to reach an agreement on matters of mutual interest". Discuss the statement along with the negotiation process.

**2. Attempt any two parts of the following:-**

**[10x2=20]**

- (a) What are the pre-conditions for Negotiations? Also discuss the types of negotiation with examples.
- (b) Discuss the general guidelines of conduct for an effective negotiation. Also discuss the various cognitive biases in negotiation.
- (c) "Strategy is concerned with mapping out the plan and basic policies to be followed in negotiation". Discuss the statement and differentiate between strategy and tactics.

**3. Attempt any two parts of the following:-**

**[10x2=20]**

- (a) What do you mean by the perception? Also discuss the factors that influence perception.
- (b) Explain the role and elements of BATNA in negotiation process.
- (c) Discuss the role and process of communication in negotiation.

**4. Attempt any two parts of the following:-**

**[10x2=20]**

- (a) Explain the role of emotions in negotiation.
- (b) Discuss the various approaches to counseling.
- (c) Classify the various factors influencing cross cultural negotiation.

**5. Attempt any two parts of the following:-**

**[10x2=20]**

- (a) Discuss the basic principles of counseling. Also distinguish between counseling and negotiation.
- (b) What are the various stages involved in counseling process? Discuss the factors contributing to the emergence of counseling.
- (c) Discuss the modern trends in counseling. Also describe the role of a counselor.