



Name:

Enrolment No:

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2022

Course: Negotiation Skills
Program: Integrated BBA-MBA 2021
Course Code: HRES 2015

Semester: Third
Time: 03 hrs.
Max. Marks: 100

Instructions:

SECTION A
10Qx2M=20Marks

S. No.		Marks	CO
Q 1	Which among these is not the sources of conflict a. Social b. Economic c. Goal congruence d. Values	2	CO1
Q 2	Name different types of organizational conflict	2	CO1
Q 3	Define role conflict with example	2	CO1
Q 4	List the negotiation purpose	2	CO2
Q 5	List types of Negotiation interests	2	CO2
Q 6	Which of the following is not a characteristic of conflict? a. expressed struggle b. independent parties c. perceived incompatible goals d. perceived interference for outside parties	2	CO1
Q 7	Conflict is a. an unavoidable fact of life b. sometimes constructive c. a destructive force in relationships if continually avoided d. all the above	2	CO1
Q 8	When a manager asks people in conflict to remember the mission and purpose of the organization and to try to reconcile their differences in that context, this conflict management approach known as _____. (a) reduced interdependence (b) buffering (c) resource expansion (d) appeal to common goals	2	CO1

Q 9	A lose-lose conflict is likely when the conflict management approach focuses on _____. (a) linking pin roles (b) altering scripts (c) accommodation (d) problem-solving	2	CO1
Q 10	Advocacy and Enquiry are the two major elements of negotiation communication true or false	2	CO2
SECTION B 4Qx5M= 20 Marks			
Q 11	Discuss the objectives of negotiations in business in relations with growth and development of business.	5	CO2
Q 12	Describe the sources of conflict and its impact of conflict on organizations performance	5	CO1
Q 13	Explain the BATNA process of negotiation	5	CO3
Q 14	Differentiate between mediation and adjudication	5	CO1
SECTION-C 3Qx10M=30 Marks			
Q 15	State at least five objectives of negotiation skills and discuss its importance in management context	10	CO4
Q 16	Describe five method model of conflict resolution management	10	CO1
Q 17	Describe cross cultural negotiation skills and its importance	10	CO4
SECTION-D 2Qx15M= 30 Marks			
Q 18	What are the key elements of negotiation and characteristics of negotiator	15	CO4
Q 19	Details the concept, challenges, and importance of team negotiation	15	CO2