



Name:
Enrolment No:

UPES
End Semester Examination, December 2023

Course: Negotiation Skills
Program: INT. BBA - MBA
Course Code: HRES2015

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

Instructions: Attempt all the questions

SECTION A - 10Qx2M=20Marks

S. No.		Marks	CO
Q 1-I	Which of the following is a key consideration in international negotiations? A) Language barriers B) Limited cultural awareness C) Ethnocentrism D) Ignoring local customs	2	CO1
Q 1-II	Which negotiation strategy involves a win-win approach where both parties gain value? A) Competitive negotiation B) Integrative negotiation C) Distributive negotiation D) Avoidance negotiation	2	CO1
Q 1-III	What is a primary advantage of team negotiation? A) Limited perspectives B) Enhanced creativity and problem-solving C) Faster decision-making D) Decreased collaboration	2	CO1
Q 1-IV	What is a collaborative conflict resolution technique? A) Accommodating B) Avoiding C) Competing D) Forcing	2	CO1
Q 1-V	Which negotiation type focuses on expanding the pie, creating value for all parties involved? A) Distributive negotiation B) Integrative negotiation C) Competitive negotiation D) Cooperative negotiation	2	CO1

Q 1-VI	_____ negotiation is characterized by a competitive approach, where parties try to claim as much value as possible within a fixed resource pool.	2	CO1
Q 1-VII	A common negotiation strategy is to create a _____ by identifying shared interests between parties.	2	CO1
Q 1-VIII	In which negotiation type are parties more likely to share information openly? A) Distributive negotiation B) Competitive negotiation C) Integrative negotiation D) Avoidance negotiation	2	CO1
Q 1-IX	What is a key benefit of having diverse team members in negotiations? A) Decreased complexity in discussions B) Homogeneous perspectives C) Varied viewpoints and insights D) Limited creativity	2	CO1
Q 1-X	Which conflict resolution style involves assertive behavior without cooperation? A) Accommodating B) Collaborating C) Competing D) Compromising	2	CO1
SECTION B - 4Qx5M= 20 Marks			
Q 2-I	Describe the sources of conflict and the impact of conflict on an organization's performance.	5	CO2
Q 2-II	Explain the significance of active listening in negotiation skills, highlighting how it contributes to conflict resolution during the negotiation process.	5	CO2
Q 2-III	Differentiate between mediation and adjudication.	5	CO2
Q 2-IV	Discuss the process of negotiation with examples.	5	CO2

SECTION-C - 3Qx10M=30 Marks

Q 3-I	Imagine you are the CEO of a medium-sized manufacturing company, seeking to acquire a smaller competitor in the same industry. Considering the above scenario, detail the process of preparing the BATNA (Best Alternative to a Negotiated Agreement) for your company and possible strategies to achieve the best outcomes.	10	CO3
Q 3-II	What are the key elements of negotiation and characteristics of negotiator?	10	CO3
Q 3-III	Synthesize the unique complexities that arise in negotiating in the global context. Further, illustrates both the challenges and the potential advantages of conducting negotiations on a global scale.	10	CO3

SECTION-D- 2Qx15M= 30 Marks

Q 4-I	<p>Instruction: As the team leader, it is your duty to negotiate a complicated commercial agreement with a prospective customer. Various departments within your organisation, such as the legal, financial, marketing, and sales teams, all contribute to the negotiating process and have different areas of expertise and viewpoints. The client's team also includes members from other departments, each with distinct goals and concerns regarding the sale.</p> <p>Questions:</p> <ul style="list-style-type: none">A. Describe the key tactics and abilities you would use in a team negotiation to guarantee a unified and cooperative approach from your team to client negotiations.B. Discuss how you would foster effective communication, encourage active participation, and resolve potential conflicts among team members during the negotiation process.C. Provide examples of specific techniques or tools you would use to enhance teamwork and maximize the team's overall negotiation effectiveness.	15	CO4
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Q 4-II	<p>Instructions: Assume yourself in the role of a business consultant offering advice to two firms, A and B, who are thinking of forming a joint venture to increase their market share. The complementary qualities of both businesses have the potential to produce strong synergy. Their expectations for the project, cultural backgrounds, and negotiating strategies, however, differ.</p> <p>Questions:</p> <p>A. Give an outline of the main techniques and abilities you would suggest using in negotiations to help Company A and Company B reach a successful joint venture agreement.</p> <p>B. Describe methods for resolving competing expectations, bridging cultural gaps, and guaranteeing a win-win collaboration.</p>	15	CO4
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