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Printed Pages : 2

MBA – HR – 4

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

PAPER ID : 7035

Roll No.

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M. B. A.

(SEM. IV) EXAMINATION, 2008-09
NEGOTIATION & COUNSELLING

Time : 3 Hours]

[Total Marks : 100

- Note :**
- (1) Attempt **all** questions.
 - (2) All questions carry **equal** marks.

1 Answer any **two** of the following: **10×2=20**

- (a) What do you mean by negotiation? Discuss various types of negotiation.
- (b) Discuss various principles of negotiation.
- (c) Discuss the concept of negotiation. What are the reasons of negotiation in an organization?

2 Attempt any **two** of the following: **10×2=20**

- (a) Explain the role and elements of "BATANA" in negotiation process.
- (b) 'Good communication is the base of good negotiation'. Explain.
- (c) Describe various steps of the process of negotiation and the factors influencing this process.



3 Attempt any **two** of the following: 10×2=20

- (a) Three Cs of Interest
- (b) Substantive Inoculation
- (c) Interest Map
- (d) Emotion in Negotiation.

4 Discuss the growth and emergence of counselling and its implication in Indian Industry. 20

OR

What do you mean by counselling process? Discuss steps involved in this.

5 Write short notes on any **four** of the following: 5×4=20

- (a) Roger's Self Theory
 - (b) Fundamental and Derivative Interests
 - (c) Win-Win strategy of negotiation
 - (d) Humanistic Approach of Counselling
 - (e) Problems of Counselling Evaluation
 - (f) Preparing for a negotiation
 - (g) Power sources for negotiation.
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