

Enrollment No.....



Faculty of Management Studies
End Sem Examination May-2024

MS3EH12

Counselling & Negotiation Skills for Managers

Programme: BBA

Branch/Specialisation: Management

Duration: 3 Hrs.**Maximum Marks: 60**

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d. Assume suitable data if necessary. Notations and symbols have their usual meaning.

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|-----|------|---|---|
| Q.1 | i. | What is the first step in counselling process? | 1 |
| | | (a) Goal setting (b) Assessment | |
| | | (c) Intervention (d) Termination | |
| | ii. | Which is not the characteristics of counselling? | 1 |
| | | (a) Environment building | |
| | | (b) Opportunity for free expression | |
| | | (c) Counsellor's involvement | |
| | | (d) Personal interview | |
| | iii. | What are negotiation skills? | 1 |
| | | (a) The ability to win every negotiation at any cost | |
| | | (b) Techniques used to manipulate the other party | |
| | | (c) Abilities and techniques used to reach mutually beneficial agreements | |
| | | (d) Persuading others to accept unfair deals | |
| | iv. | What is the purpose of the "ZOPA" concept in negotiation? | 1 |
| | | (a) Zone of Positive Alternatives | |
| | | (b) Zone of Possible Agreements | |
| | | (c) Zone of Potential Agreements | |
| | | (d) Zone of Profitable Alternatives | |
| | v. | How does emotional intelligence benefit negotiations? | 1 |
| | | (a) By ignoring emotions and focusing solely on facts | |
| | | (b) By using emotions to manipulate the other party | |
| | | (c) By empathizing with emotions and managing one's own emotions | |
| | | (d) By avoiding emotions altogether | |

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vi.	What does the term “win-win” mean in negotiations?	1	
	(a) To focus solely on personal gain without considering the other party’s interests		
	(b) To win at any cost, even if it means the other party loses significantly		
	(c) To find mutually beneficial solutions that satisfy both parties’ interests		
	(d) To make the other party give up their needs and demands entirely		
vii.	Conflict is dysfunctional when it-	1	
	(a) Provides a medium to release tension		
	(b) Reduces group cohesiveness		
	(c) Provides a means for releasing tension		
	(d) Fosters an environment of self-evaluation and change		
viii.	Why is “empathy” a crucial skill in negotiation?	1	
	(a) To avoid any emotional connection with the other party		
	(b) To manipulate the other party’s emotions for personal gain		
	(c) To build rapport and understand the other party’s needs and concerns		
	(d) To avoid any expression of interests and needs		
ix.	The favoured technique for resolving conflict is-	1	
	(a) Negotiation (b) Conciliation		
	(c) Removal of participants (d) Not entertaining them		
x.	An agreement not enforceable by law is said to be:	1	
	(a) A contract (b) Void		
	(c) A voidable contract (d) A void contract		
Q.2	i. Describe the meaning and goals of counselling.	2	
	ii. Explain the importance of counselling.	3	
	iii. Discuss the steps involved in process of counselling.	5	
OR	iv. What are the modern trends in counselling process? Discuss.	5	
Q.3	i. Why agenda setting is important? Explain.	2	
	ii. Illustrate the steps involved in the process of negotiation.	8	
OR	iii. What are the seven pillars of negotiation? Explain.	8	
Q.4	i. Define the term interpersonal negotiation.	3	
	ii. Discuss the psychological aspects of negotiation.	7	
OR	iii. Explain the role of communication in negotiation.	7	

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Q.5	i. What do you understand by constructive negotiation?	4	
	ii. Explain briefly the four negotiation scenarios.	6	
OR	iii. Briefly discuss the Thomas-Kilmann conflict mode instrument in negotiation.	6	
Q.6	Attempt any two:		
	i. Explain the types of negotiation.	5	
	ii. Discuss how to overcome impasse in negotiation.	5	
	iii. Write an essay on the role of outside actors in negotiation.	5	

Marking Scheme

Counselling & Negotiation Skills for Managers (T) - MS3EH12 (T)

Q.1	i)	b) Assessment	1
	ii)	d) Personal interview	1
	iii)	c) Abilities and techniques used to reach mutually beneficial agreements	1
	iv)	b) Zone of Possible Agreements	1
	v)	c) By empathizing with emotions and managing one's own emotions	1
	vi)	c) To find mutually beneficial solutions that satisfy both parties' interests	1
	vii)	d) Fosters an environment of self-evaluation and change	1
	viii)	c) To build rapport and understand the other party's needs and concerns	1
	ix)	a) Negotiation	1
	x)	b) Void	1
Q.2	i	Describe the Meaning and Goals of Counselling? Meaning -1 Mark Goals -1 Mark	2
	ii	Explain the Importance of Counselling? Importance -2 Marks Explanation -1 Marks	3
	iii	Discuss the steps involved in Process of Counselling? Relative steps -4 Marks Flowchart /Diagram -1 Marks	5
OR	iv.	What are the Modern trends in Counselling process-discuss? Trend points with illustration -5 Marks	5
Q.3	i.	Why Agenda Setting is important-Explain? Definition -1 Marks Importance - 1Marks	2

	ii.	Illustrate the steps involved in the Process of Negotiation? Relative steps -6 Marks Process chart -2 Marks	8
OR	iii.	What are the seven pillars of Negotiation-Explain? 7 Pillars - 7 Marks Description -1Marks	8
Q.4	i.	Define the term Interpersonal Negotiation? Definition - 2 Marks Example -1 Marks	3
	ii.	Discuss the Psychological aspects of Negotiation? Define -2Marks Aspect of negotiation -5 Marks	7
OR	iii.	Explain the role of communication in Negotiation? Concept -2Marks Role -5 Marks	7
Q.5	i.	What do you understand by Constructive Negotiation-Write? Defining the meaning -2 Marks Area of application -2 Marks	4
	ii.	Explain briefly the four negotiation scenarios? Introduction -2 Marks Four negotiation -4 Marks	6
OR	iii.	Briefly discuss the Thomas-Kilmann Conflict Mode Instrument in negotiation? Definition -2 Marks Illustration - 4 Marks	6
Q.6		Attempt any two:	
	i.	Explain the types of Negotiation? Procedure - 3 Marks Explanation -2 Marks	5
	ii.	Discuss how to overcome impasse in Negotiation Procedure - 3 Marks Explanation - 2 Marks	5
	iii.	Write an essay on the role of outside actors in negotiation? Role -4 Marks Example - 1 Marks	5
