

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2019

Course: Negotiation Skills

Semester: V

Programme: BBA(OG)

Course Code: HERS3002

Time: 03 hrs.

Max. Marks: 100

SECTION A

(Attempt all questions)

S. No.		Marks	CO
Q 1	Fill in the blanks	20	
i)	Which of the following is a strategy for distributive negotiation a) Focus on interest b) Bogey c) Both (a) and (b) None of the above	2	CO1
ii)	“Reactive devaluation” is a 1. Hardball tactic 2. Cognitive bias 3. Rapport building technique 4. Integrative negotiation tactic	2	CO1
iii)	“Classic book on negotiation named “Getting to Yes” was authored by..... a) Steven Coven b) Robert Brown c) Roger Fisher and William Ury d) Richard Shell	2	CO1

iv)	<p>When considering factors that influence cross-cultural negotiations, what term describes the acceptance of authority differences between people?</p> <ul style="list-style-type: none"> a) Personal style b) Decision-making system c) View of time d) Power distance 	2	CO1
v)	<p>Which of the of the following is not a cognitive bias-</p> <ul style="list-style-type: none"> a) Fixed Pie Beliefs b) Anchoring c) Framing d) Good cop-bad cop 	2	CO1
vi)	<p>In which phase of negotiation, focus should be more on rapport building-</p> <ul style="list-style-type: none"> a) Planning phase b) Opening phase c) Bargaining phase d) closure phase 	2	CO1
vii)	<p>According to Hofstede countries low on Indulgence have this characteristic:</p> <ul style="list-style-type: none"> a) Focus on personal happiness. b) More controlled and rigid behavior. c) Both (a) and (b) d) None of the above 	2	CO1
viii)	<p>In third-party negotiations, the conciliator</p> <ul style="list-style-type: none"> a) has authority to impose their decisions on parties b) is empowered to make proposals for a settlement c) Both (a) and (b) d) None of the above 	2	CO1
ix)	<p>“Snow job” is a strategy related to</p> <ul style="list-style-type: none"> a) Integrative negotiation b) Rapport building 	2	CO1

	c) Creative problem solving d) Hardball tactic		
x)	Claiming value is a strategy of..... a) Win-Win negotiation b) Distributive Negotiation c) Both (a) and (b) d) None of the above	2	CO1
SECTION B			
(Attempt all question)		20	
Q2	When accommodating strategy should be used? Explain with the help of an example.	5	CO2
Q3	If the party other side negotiation table bombards you with hardball tactics, how you are going to handle them.	5	CO2
Q4	If in a negotiation your main concern is price, what will be your strategies?	5	CO2
Q5	If you objective is long-term relationship, what will be your negotiation strategies?	5	CO2
SECTION-C			
(Attempt any three questions)		30	
Q 6	Elaborate seven pillars of negotiational wisdom. Also differentiate between position based negotiation and interest based negotiation.	10	CO3
Q 7	When do third party interventions required? Explain the difference between mediation and arbitration and their respective processes.	10	CO3
Q8	Why closing deals is an important part of the negotiation process? Also, list various closing tactics.	10	CO3
Q 9	Suppose the other side opens with an incredibly unreasonable number. Will you counter with an equally unreasonable number, or decline to counter at all? What will be your strategy in this situation	10	CO3
SECTION-D			
(Attempt all questions)			

Q10	<p>There was a conflict between the management and the union on the ratio of employees to be promoted in vacant positions to those to be recruited from the open market. While the management wanted a very low proportion of people to be promoted, the union wanted a much higher proportion.</p> <p>Write solution for the conflict between management and Union using most appropriate conflict handling strategies.</p>	15	CO4
Q11	<p>Buyer's position: I want the price of the equipment lowered by 10%. Buyer's interest: We're under pressure to stay under budget/improve profit. Seller's position: The equipment must sell at full price. Seller's interest: To increase market share for the equipment at a profitable price.</p> <p>What solution would you like to recommend for the above situation using integrative negotiation strategy</p>	15	CO4