

<b>Name:</b>	
<b>Enrolment No:</b>	

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**Online End Semester Examination, Dec 2020**

**Course: Negotiating Skills**

**Semester: 5**

**Program: BBA (FAS)/(OGM)**

**Time: 3 Hours**

**Course Code: HRES3002**

**Max. Marks: 100**

**SECTION A**

**(Attempt all questions)**

S. No.		Marks	CO
<b>Q 1</b>	<b>Multiple Choice Questions.</b>	<b>30</b>	<b>CO1</b>
i	<p>“Self Serving Bias” is a</p> <ul style="list-style-type: none"> <li>a) Hardball tactic</li> <li>b) Cognitive bias</li> <li>c) Rapport building technique</li> <li>d) Integrative negotiation tactic</li> </ul>	<b>5</b>	
ii	<p>Role of conciliator include</p> <ul style="list-style-type: none"> <li>a) have authority to impose their decisions on parties.</li> <li>a) generating options to find a solution that is compatible for both of the parties</li> <li>b) both of the above</li> <li>c) none of the above</li> </ul>	<b>5</b>	
iii	<p>You hope to spend no more than ₹20000 on a new furniture. You want to negotiate with the sales clerk for a furniture that costs ₹22350. ₹20000 in this negotiation is your</p> <ul style="list-style-type: none"> <li>a) Position</li> <li>b) BATNA</li> <li>c) Reservation Price</li> <li>d) ZOPA</li> </ul>	<b>5</b>	
iv	Distributive bargaining involves:	<b>5</b>	

	<ul style="list-style-type: none"> <li>a) long term orientation.</li> <li>b) win-win situation.</li> <li>c) Resources can be expanded</li> <li>d) a limited amount of resources</li> </ul>		
v	<p>What does negotiators from high low-MAS (Femininity) seek as against negotiator from high MAS (Masculinity) countries?</p> <ul style="list-style-type: none"> <li>a) Money and achievement are important.</li> <li>b) More focus on quality of life.</li> <li>c) None of these</li> <li>d) Both of these</li> </ul>	5	
vi	<p>Which of following strategy is used for closing Negotiation</p> <ul style="list-style-type: none"> <li>a) Ticking the clock</li> <li>b) Reactive Devaluation</li> <li>c) Both of the above</li> <li>d) None of the above</li> </ul>	5	

**SECTION B**

	<b>(Attempt all question)</b>	<b>50</b>	
Q 2	A third party is brought in to resolve a dispute between two parties in an organizational conflict. The parties had to abide by the decision of the third party. Which type of third party intervention will be used in this situation? Elaborate the process in detail.	<b>10</b>	<b>CO1</b>
Q3	What strategies you can use to make the other party willing for the negotiation? Please explain in detail.	<b>10</b>	<b>CO2</b>
Q4	Explain following two negotiation tactics with the help of an example: Snow job Bogey.	<b>10</b>	<b>CO3</b>
Q5	Differentiate between task conflict and process conflict with the help of examples.	<b>10</b>	<b>CO2</b>
Q6	Discuss different strategies that negotiators can take to close a negotiation easily.	<b>10</b>	<b>CO1</b>

**SECTION-C**

	<b>(Attempt any one questions)</b>	<b>20</b>	
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Q 7	<p>What areas of cultural dimensions you would consider for preparation for international negotiation? Discuss Indian culture along the lines of Hofstede cultural Dimention.</p> <p><b>Or</b></p> <p>“During a negotiation process of a sale, you are realizing that one of the team members of other party on negotiation table is very nice to you. He is agreeing on your interests and issues. He seems like a trusted friend. But another person from his team jumps in between with an outrageous and insulting offer.” How you are going to interpret this situation and how you would move further in this sale deal. What would be your counter strategy in this situation?</p>		<b>CO4</b>
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