

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, May 2021

Course: Negotiation Skills
Program: BBA FBE
Course code: HRES 3002

Semester: IV
Time: 03 Hours
Max. Marks: 100

SECTION A

- 1. Each Question will carry 5 marks**
- 2. Instruction : Select the most appropriate answer**

		Marks	CO
Q 1	Which Conflict Handling Approach is high on Cooperation and low on assertiveness? a. Avoiding b. Compromising c. Accommodating d. Competing	[5]	CO1
Q2	Which Negotiation approach is adopted when resources are limited? a. Integrative b. Distributive c. Mixed Motive d. Collaborative	[5]	CO1
Q3	Bargaining Power in Negotiation situations is dependent on? a. BATNA b. ZOPA c. Both BATNA and ZOPA d. None of the Above	[5]	CO1
Q4	Which dirty tactics in negotiation uses information overload? a. Bogey b. Snowball c. Nibble d. Good Cop Bad Cop	[5]	CO1
Q5	Which of the following is used in moderately intense conflicts? a. Conciliation b. Adjudication c. Arbitration	[5]	CO1

	d. Mediation		
Q6	<p>If a party comes up with fresh demands towards the Closure of Negotiations it is termed as :</p> <p>a. Move Surprise b. Issue Surprise c. Information Surprise d. Time Surprise</p>	[5]	CO1
SECTION B			
<p>1. Each Question will carry 10 marks 2. Write short / brief notes</p>			
Q7	“Negotiators can make critical errors during Negotiations based on the way they think, perceive and feel about the situation.” – Detail out the statement in terms of various biases, which affect Negotiations with suitable examples for each.	[10]	CO3
Q8	“Third Party Negotiations approaches are selected and adopted based on the timeline and intensity of a Conflict” – Examine the statement closely to explain the various third party negotiation techniques clearly based on timeline and intensity of Conflicts.	[10]	CO2
Q9	“A negotiator in a hurry to arrive on a final agreement gave a lot of concessions and assurances and as a result the other party gained more than what it expected.” Explain the statement in light of the best practices for Closing Negotiations. What all should Negotiators ensure for effective Closing of Negotiations?	[10]	CO2
Q10	“In one of the Negotiation sessions one of the Party suddenly brought in and almost flooded the session with lot information to confuse everyone.” Which dirty tactics did the party use? What are the other dirty tactics used in Negotiations?	[10]	CO4
Q11	<p>Write a Short Notes on Any Two of the following :</p> <p>a. Cognitive Biases in Negotiations b. Effective Closing of Negotiations c. BATNA and ZOPA in Negotiations</p>	[10]	CO3
SECTION C			
<p>1. Each Question carries 20 marks (Answer Any One) 2. Instruction : Write Long Answer</p>			
Q12	<p>What do understand by the Dual Concerns Model in Conflict Resolution? How does this integrate with the approaches you take in Negotiations? Explain in detail with appropriate examples.</p> <p>OR</p> <p>“Negotiation in team scenarios is always more tricky as compared to individual negotiations.” Critically examine the statement in light of the best practices to be adopted in case of Team Negotiation Scenarios with suitable examples.</p>	[20]	CO4