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14MBAHR306

Third Semester MBA Degree Examination, Dec.2016/Jan.2017
Negotiation and Conflict Management

Time: 3 hrs.

Max. Marks:100

SECTION - A

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Define conflict. What are the components of conflict? (03 Marks)
- 2 What is contingency approach? (03 Marks)
- 3 How do you deal with difficult subordinates? (03 Marks)
- 4 Differentiate between direct costs and indirect costs of conflict. (03 Marks)
- 5 What are the factors that will lead to successful negotiation? (03 Marks)
- 6 Elucidate on the different behaviour styles in handling conflict. (03 Marks)
- 7 What are the best practices in negotiation? (03 Marks)

SECTION - B

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Discuss the sources of intrapersonal and interpersonal conflict. (07 Marks)
- 2 Briefly describe Cosier Schank model of conflict resolution. (07 Marks)
- 3 What are various techniques to resolve team conflict? (07 Marks)
- 4 What do you mean by interpersonal conflict? Explain the stages involved in it. (07 Marks)
- 5 Explain the tricks used in negotiation process. (07 Marks)
- 6 Describe the strategy and tactics for integrative bargaining. (07 Marks)
- 7 Elaborate on sources of power. (07 Marks)

SECTION - C

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Discuss the process and structural models of conflict. (10 Marks)
- 2 Explain briefly conflict management process. (10 Marks)
- 3 What are the various techniques to resolve organizational conflict? (10 Marks)
- 4 Explain Thomas conflict resolution approach. (10 Marks)
- 5 What is negotiation? Discuss the process in detail. (10 Marks)
- 6 Elucidate formal intervention methods. (10 Marks)
- 7 Examine the relationship between conflict and team performance. (10 Marks)



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SECTION - D
CASE STUDY – [Compulsory]

A research project is being conducted jointly between two universities and a collaborating company. The project is co-ordinated by a project manager from the company. You are the principal investigator at your institution and have a colleagues in a corresponding position at the other institution. The funder has issued each institution with a separate research contract. You feel the project manager is pursuing their own agenda; is focused on hitting delivery dates without thinking for the quality of work being produced and has lost sight of expertise, your research group brings to the project. Furthermore, the post-Docs in your research group and at the university are battling against each other and the project manager.

Questions :

- a. Identify and comment on the type of conflict in the case. (10 Marks)
- b. Being a principal investigator, how do you resolve this conflict? (10 Marks)
