Sahyadri College of Engineering & Management
CENTRAL LIBRARY
Adyar, Mangalore - 7

CBCS SCHEME

USN | | | | | | | | | | |

16/17MBAHR306

Third Semester MBA Degree Examination, Dec.2018/Jan.2019
Conflict and Negotiation Management

Time: 3 hrs. Max. Marks:80

Note: *1. Answer any FOUR full questions from Q.No.1 to 7.*
2. Q.No. 8 is compulsory.

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.

1 a. Define conflict management. **(02 Marks)**
b. Briefly describe Cosier Schank model of conflict resolution. **(06 Marks)**
c. Explain the process and structural models of conflict. **(08 Marks)**

2 a. How do you deal with difficult subordinates? **(02 Marks)**
b. What are the various strategies to resolve team conflict? Discuss. **(06 Marks)**
c. Explain briefly the conflict management process with neat diagram. **(08 Marks)**

3 a. Differentiate between direct costs and indirect costs of conflict. **(02 Marks)**
b. Discuss the sources of intrapersonal and interpersonal conflict. **(06 Marks)**
c. Explain Thomas conflict resolution approach. **(08 Marks)**

4 a. What is contingency approach? **(02 Marks)**
b. What do you mean by interpersonal conflict? Explain the stages involved in it. **(06 Marks)**
c. What are the various techniques to resolve organizational conflict? Discuss. **(08 Marks)**

5 a. What are the factors that lead to successful negotiation? **(02 Marks)**
b. Explain the tricks used in negotiation process. **(06 Marks)**
c. What is negotiation? Discuss the process in detail. **(08 Marks)**

6 a. Elucidate on the different behaviour styles in handling conflict. **(02 Marks)**
b. Describe the strategy and tactics for integrative bargaining/negotiation. **(06 Marks)**
c. Discuss formal intervention methods. **(08 Marks)**

7 a. What are the best practices in negotiation? **(02 Marks)**
b. Elaborate on source of power. **(06 Marks)**
c. Examine the relationship between conflict and performance. **(08 Marks)**

CASE STUDY

8 Ruk had lived in a street in Melbourne for many years. Todd and Liz had recently moved in next door, and the neighbours had initially been friendly. Todd and Liz extended the dividing fence between their properties. They added 60cm to the height of the fence, which Rick said blocked light to his garden and hindered his view of the street.
Rick tried to talk to his neighbors about the fence but both Todd and Liz became hostile and refused to speak to him about it.

a. Identify the issue in the case. **(04 Marks)**
b. Comment on the type of the conflict involved in the case. **(04 Marks)**
c. Who has to be blamed in this case? **(04 Marks)**
d. What are your strategies to resolve this conflict? **(04 Marks)**

* * * * *

VTU-19-12-2018 12:47:28pm SF - SF - SF - SF - SF - SF - SF
19-12-2018 12:57:21pm SF - SF - SF - SF - SF - SF - SF