

CBCS Scheme



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16MBAHR306

Third Semester MBA Degree Examination, Dec.2017/Jan.2018 Conflict and Negotiation Management

Time: 3 hrs.

Max. Marks:80

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

- 1 a. Name the conflict resolution styles. (02 Marks)
b. Elaborate on the differences between functional and dysfunctional conflict. (06 Marks)
c. Enumerate the causes for organizational conflict. (08 Marks)
- 2 a. What do you mean by role conflict? (02 Marks)
b. Explain the conflict process model. (06 Marks)
c. Describe the relationship between conflict and performance. (08 Marks)
- 3 a. State the 2 components of stroking. (02 Marks)
b. Elaborate on Thomas conflict resolution approach. (06 Marks)
c. Discuss in detail the interpersonal conflict. (08 Marks)
- 4 a. State any 3 types of power used in negotiation. (02 Marks)
b. Assess the roles and functions of third party negotiators. (06 Marks)
c. Elaborate on the various bargaining strategies. (08 Marks)
- 5 a. State on steps in integrative bargaining process. (02 Marks)
b. Describe the negotiation process and has parties stake out in the bargaining zone. (06 Marks)
c. Elucidate on the general tactics and strategies for negotiation. (08 Marks)
- 6 a. State on ethics in negotiation. (02 Marks)
b. How does individual differences influence negotiations? (06 Marks)
c. Explain the important rules of conduct in negotiations. (08 Marks)
- 7 a. What are the different types of conflicts? (02 Marks)
b. State the strategies for interpersonal conflict resolution. (06 Marks)
c. Elucidate on the various causes for intrapersonal conflict. (08 Marks)
- 8 **CASE STUDY (Compulsory) :**

XYZ was an undergraduate college in a rural place in Karnataka. The college was performing exceedingly well in that area. In the recent past there is a new Principal who takes charge and from then on things have started changing.

The faculty teams are not able to cope with the new leadership style. The faculty are resistant to change and adapt to the new leadership. The moral of the employees has started falling down. Issues started cropping up and all this have given rise to conflicts amongst themselves.

On the whole the work place harmony has been disturbed.

Answer the following questions :

- a. Analyse the leadership style which could have brought about the present scenario in the college. (04 Marks)
- b. What would be the reasons for conflicts to have emerged? (04 Marks)
- c. Propose a solution to bring back a good environment at the college. (08 Marks)

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.