



USN

--	--	--	--	--	--	--	--	--	--

**18MBAHR306**

## Third Semester MBA Degree Examination, Jan./Feb. 2021 Conflict and Negotiation Management

Time: 3 hrs.

Max. Marks: 100

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

- 1
  - a. What is negotiation? (03 Marks)
  - b. With neat diagram, explain the dual concern model for describing negotiation strategies? (07 Marks)
  - c. Elucidate on sources of power. (10 Marks)
- 2
  - a. Contrast the meaning of arbitration. (03 Marks)
  - b. Briefly explain different conflict management styles. (07 Marks)
  - c. Discuss the stages of negotiation. (10 Marks)
- 3
  - a. What is ethics in negotiation? (03 Marks)
  - b. Discuss the framework model for conflict resolution. (07 Marks)
  - c. Briefly explain the models of conflict. (10 Marks)
- 4
  - a. What is conflict resolution? (03 Marks)
  - b. Explain the essential skills required for successful negotiation. (07 Marks)
  - c. Briefly explain conflict management process. (10 Marks)
- 5
  - a. State the components of conflict. (03 Marks)
  - b. With neat sketch elaborate the 12 stages of mediator moves. (07 Marks)
  - c. Explain the Ponday model of organizational process. (10 Marks)
- 6
  - a. State the benefits of third party intervention. (03 Marks)
  - b. Briefly explain the behavioral styles of conflict handling. (07 Marks)
  - c. What are the 10 “best practices” for negotiators to improve their negotiation skill? Elucidate. (10 Marks)
- 7
  - a. What is interpersonal conflict? (03 Marks)
  - b. Write a note on: (i) Conflict mapping (ii) Conflict domain (iii) Conflict trends (07 Marks)
  - c. Briefly explain the conflict process. (10 Marks)

**8 Case Study:**  
A research project is being conducted jointly between two universities and a collaborating company. The project is coordinated by a Project Manager from the company. You are the principal investigator at your institution and have colleagues in a corresponding position at the other institution. The funder has issued each institution with separate research contact. 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 right 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 command on the type of conflict in the case. (10 Marks)
- b. Bring a principal investigator, how do you resolve this conflict? (10 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.