M. B. A.
(SEM. IV) EXAMINATION, 2006-07
NEGOTIATION & COUNSELLING

Time : 3 Hours] [Total Marks : 100

Note : Attempt all questions.
All questions carry equal marks.

1 What do you understand by a “Crisis Situation” during negotiation? What steps could be taken by the Management to avoid such situation?

OR

1 Explain the observation of a Senior Management Team that “highly democratic unions are extremely difficult to negotiate with”.

2 Discuss the role of creativity in negotiations.

OR

2 Bring out the important factors that have a bearing on the negotiation process, being carried out by a large nationwide company.

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“The personalities of labour and management representatives have a major bearing on the negotiation outcome”. Examine this statement, citing examples from Indian Corporate Scene.

OR

Describe in detail the process of negotiation. Do you feel that this process in difficult and complex?

What is counselling? Examine briefly one efficacy of various techniques of Employee Counselling used in Indian Industry.

OR

Distinguish between ‘Directive’ and ‘Non – Directive’ counselling. Are these two approaches dichotomous in strict sense?

Write notes on any two of the following:

(a) Objectives of Counselling
(b) Measuring Success of Counselling
(c) Trading points
(d) Counselling and Unions.