

MP-405

December - Examination 2018

**Master of Business Administration -
II Year Examination****Collective Bargaining and Negotiations Skills
Paper - MP-405****Time : 3 Hours]****[Max. Marks :- 80**

Note: The question paper is divided into three sections A, B and C. Write answers as per the given instructions.

Section - A**8 × 2 = 16**

(Very Short Answer Questions)

Note: Answer **all** questions. As per the nature of the question delimit your answer in one word, one sentence or maximum up to 30 words. Each question carries 2 marks.

- 1) Describe the following terms:
 - (i) Legal Negotiation
 - (ii) Zone of Possible Agreement
 - (iii) Interpersonal Skills
 - (iv) Ripple Effect
 - (v) Protocol

- (vi) Adjudication
- (vii) Arbitration
- (viii) Grievance

Section - B**4 × 8 = 32**

(Short Answer Questions)

Note: Answer **any four** questions. Each answer should not exceed 200 words. Each question carries 8 marks.

- 2) What are the pre-requisites of collective bargaining? Explain.
- 3) Discuss the preparations to be made for successful negotiation.
- 4) What do you mean by negotiation tactics? Discuss.
- 5) Discuss important negotiation styles.
- 6) Discuss the different trust building actions for negotiations.
- 7) What makes international negotiations different? Discuss.
- 8) Explain the three Tier system of adjudication.
- 9) Discuss the grievance handling procedure.

Section - C**2 × 16 = 32**

(Long Answer Questions)

Note: Answer **any two** questions. You have to delimit your each answer maximum up to 500 words. Each question carries 16 marks.

- 10) Explain various problems of collective bargaining in India.
 - 11) Discuss the process of negotiation and elaborate the barriers in negotiations.
 - 12) Discuss the provisions for negotiations to be executed optimally.
 - 13) Write a detailed note on classification of Agreements.
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