

# MP-405

December – Examination 2021

## Master of Business Administration (II Year) Examination

Collective Bargaining and  
Negotiation Skills)

Paper : MP-405

*Time : 1½ Hours ]*

*[ Maximum Marks : 80*

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*Note* :- The question paper is divided into two Sections A and B. Write answers as per the given instructions.

**Section-A**

**4×4=16**

**(Very Short Answer Type Questions)**

*Note* :- Answer any *four* 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 4 marks.

1. (i) What do you mean by Collective Bargaining ?
- (ii) What is Managerial Negotiations ?
- (iii) What do you mean by Negotiation Skills ?
- (iv) What do you mean by Trust Building in Negotiation ?
- (v) What do you mean by Valid Agreement ?
- (vi) What do you mean by Enforceability of Agreements ?
- (vii) What do you mean by Bipartite Agreements ?
- (viii) What is Adjudication ?

**Section-B** **4×16=64**

**(Short Answer Type Questions)**

*Note* :- Answer any *four* questions. Answer should not exceed **200** words. Each question carries 16 marks.

2. Explain the process of Collective Bargaining.
3. What is Negotiation ? Explain the concept with examples.

4. Describe the various steps involved in negotiation process.
5. What do you mean by Negotiation Tactics ? Discuss the essentials of a successful negotiation model.
6. Discuss the various ways to improve negotiation skills.
7. What do you mean by Fundamentals of Negotiator's Trustworthiness ? Discuss in detail.
8. Explain the process of Forming Agreements.
9. Define Grievance. Explain the grievance handling procedure.