

MP-405

June - Examination 2016

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 given instructions.

Section - A**8 × 2 = 16**

(Very Short Answer Questions)

Note: Answer **all** questions within a limit of 30 words.

- 1) Explain the following concepts:
 - (i) Collective Bargaining
 - (ii) Negotiation
 - (iii) Conflict
 - (iv) Collaboration
 - (v) Negotiator
 - (vi) Agreement
 - (vii) Settlement
 - (viii) Adjudication

Section - B**4 × 8 = 32**

(Short Answer Questions)

Note: Answer **any four** questions within a limit of 200 words of each.

- 2) Examine the objectives and significance of collective bargaining.
- 3) Examine the pre requisites of successful negotiation.
- 4) Discuss important negotiation styles.
- 5) Discuss the key elements of negotiations.
- 6) Examine principles of drafting the agreements.
- 7) Elaborate the three tier system of adjudication.
- 8) How does culture affect negotiation strategy? Explain.
- 9) Describe the sources of grievances.

Section - C**2 × 16 = 32**

(Long Answer Questions)

Note: Answer **any two** questions within a limit of 500 words of each.

- 10) Discuss the factors which make international negotiations more challenging.
- 11) Examine the process of grievance handling in India.
- 12) Discuss key elements of optional negotiations.
- 13) Explain major negotiation strategies.