

Name:
Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
Online End Semester Examination, Dec 2020

Course: Negotiating Skills
Program: BBA (Core)
Course Code: HRES3002

Semester: 3
Time: 3 Hours
Max. Mark: 100

SECTION A
(Attempt all questions)

S. No.		Marks	CO
Q 1	Multiple Choice Questions.	30	CO1
i	What does negotiators from high risk-avoidance countries seek as against negotiator from low risk-avoidance countries? a) Specific commitment in terms of value, timing and requirement b) Clearly defined structure and guidance c) All of these a) Both of these	5	
ii	Bogey is a strategy related to a) Integrative negotiation b) Rapport building c) Creative problem solving d) Hardball tactic	5	
iii	“Reactive devaluation” is a a) Hardball tactic b) Cognitive bias c) Rapport building technique d) Integrative negotiation tactic	5	
iv	The _____ view suggests that conflict is a natural occurrence in all groups. a) interactionist	5	

	<ul style="list-style-type: none"> b) human relations c) performance d) Traditional 		
v	<p>..... is a strategy to put expiry date to your proposed offer.</p> <ul style="list-style-type: none"> a) Ticking the clock b) Exploding offer c) Nibble d) Both (a) and (b) 	5	
vi	<p>Role conflict is a type of conflict.</p> <ul style="list-style-type: none"> a) Interpersonal Conflict b) Intrapersonal conflict c) Relationship conflict d) Task conflict 	5	
SECTION B			
	(Attempt all question)	50	
Q 2	Write a short note on “sweeteners” and “Fixed Pie Beliefs” with the help of an example.	10	CO3
Q3	Explain why preparation is key to a successful negotiation. Describe the important elements of the preparation process.	10	CO1
Q4	Illustrate with example when to use “competing” and “avoiding” conflict resolution strategies.	10	CO2
Q5	Discuss “Anchoring” strategy of negotiation. In what situations you would suggest negotiators to use this strategy and in what situation would suggest avoiding?	10	CO1
Q6	How mediation is different from arbitration?	10	CO1
SECTION-C			
	(Attempt all questions)	20	
Q 7	A software company presented three equivalent software packages to its clients at once a \$1 million package with payment due in 30 days, the same software for \$ 1.5 million with payment due in 120 days, or an enhanced package for \$ 1. Payment 3 million	20	CO4

with a 30 day payment window. Customers responded well to this strategy and the company profits grew.

Question

Is giving too many options is a good tactic to close a deal? What other closing tactic you can use to gain advantage in a negotiation?