


Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, Dec 2021

Course: Negotiating Skills

Semester: V

Programme: BBA(FAS) and BBA(OG)

Time: 03 hrs.

Course Code: HERS3002

Max. Marks: 100

SECTION A

(Attempt all questions)

S. No.		Marks	CO
Q 1	Multiple Choice Questions.	20	
i	<p>“What does negotiators from high risk-avoidance countries seek as against negotiator from low risk-avoidance countries?</p> <p>A. Specific commitment in terms of value, timing and requirement</p> <p>B. Clearly defined structure and guidance</p> <p>C. None of these</p> <p>D. Both of these</p>	2	CO3
ii	<p>“Negotiator adds a small item to the agreement when the both parties had spent significant time & effort in negotiation and the agreement is near.” What this strategy is called</p> <p>A. Bogey</p> <p>B. Nibble</p> <p>C. Reactive devaluation</p> <p>D. Snow job</p>	2	CO2
iii	<p>A. Role of mediator include</p> <p>B. Having authority to impose their decisions on parties.</p> <p>C. Generating options to find a solution that is compatible for both of the parties</p> <p>D. Both of the above</p> <p>E. None of the above</p>	2	CO2

iv	<p>Information sharing is high in</p> <ul style="list-style-type: none"> A. Zero-Sum Game B. Integrative C. Distributive D. Win-Lose 	2	CO1
v	<p>In which of the following situation you should use anchoring:</p> <ul style="list-style-type: none"> A. Situations of great ambiguity and uncertainty B. When you know more about the ZOPA than the other party does C. When the other side has much more information than you do about the item D. Both (A) and (B) E. All of the above 	2	CO2
vi	<p>In team negotiation following skills are required in a summarizer:</p> <ul style="list-style-type: none"> A. Analytical Skill B. Oral Communication C. Written Communication D. Both (A) and (B) E. All of the above 	2	CO4
vii	<p>Which conflict handling strategy you would use if “you don’t have energy or time to invest in preparing for and having conversation”.</p> <ul style="list-style-type: none"> A. Compromising B. Collaborating C. Avoiding D. Accommodating 	2	CO2
viii	<p>Which of the following provides an alternative if negotiations fall through.</p> <ul style="list-style-type: none"> A. BATNA B. Position C. Reservation Price D. ZOPA 	2	CO2

ix	Mediation is the involvement of an impartial third party in an existing dispute. Which of the following statement is correct in terms of mediation: A. Mediator assists the parties throughout the mediation process B. Agreements made come from participants C. Process is voluntary and any party can opt out of it at any stage D. both (A) and (B) E. all of the above	2	CO2
x	Lowball – Highball is used in which of the following situations: A. Integrative Negotiation B. Distributive Negotiation C. Collaborative Negotiation D. both (A) and (B) E. All of the above	2	CO2
SECTION-B			
	(Attempt all question)	20	
Q2	What strategies you would like to take in opening phase of integrative negotiation?	5	CO4
Q3	If in a negotiation your main concern is price, what will be your strategies?	5	CO3
Q4	Explain why preparation is key to a successful team negotiation. Describe the important elements of the preparation process	5	CO4
Q5	What strategies you would take if your opponent in the negotiation process were using bogey?	5	CO2
SECTION-C			
	(Attempt all questions)	30	
Q6	If you are going for an international negotiation, what issues you need to consider?	10	CO3
Q7	Recognize various closing tactics, their respective benefits, and describe how to use them to close deals effectively.	10	CO1
Q8	Explain four principles of negotiation with the help of suitable example.	10	CO2
SECTION-D			
	(Attempt all questions)	30	

Q9	<p>“The sales department is typically customer-oriented and wants to maintain high inventories for filling orders as they are received which is a costly option as against the production department which is strongly concerned about cost effectiveness requiring as little inventory of finished product at hand as possible.”</p> <p>What are the sources of conflict in the above example? Discuss various conflict resolution strategies with example.</p>	15	CO2
Q10	<p>“Misha wants to buy a furniture, but she do not want to pay more than ₹50000. She offers ₹ 40000, and the shopkeeper says he will sell the item for ₹ 70000. She then offers ₹ 50000, and the shopkeeper says he will sell the item for ₹ 60000. She agrees to purchase the furniture at ₹ 60000.”</p> <p>The above case represents example of which type of negotiation? If you had been at the place of Misha, what would have been your final decision? Would you have purchased the furniture and why?</p>	15	CO4

