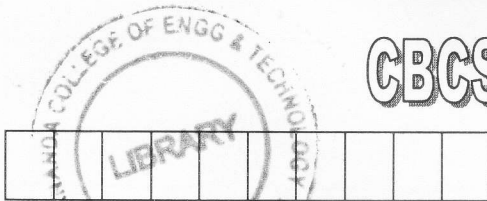


USN



# CBCS SCHEME

22MBAHR403

## Fourth Semester MBA Degree Examination, June/July 2024 Conflict and Negotiation Management

Time: 3 hrs.

Max. Marks: 100

- Note: 1. Answer any FOUR full questions from Q.No.1 to Q.No.7.  
2. Question No. 8 is compulsory.  
3. M : Marks , L: Bloom's level , C: Course outcomes.*

			M	L	C
Q.1	a.	What is functional conflict?	03	L1	CO1
	b.	Discuss the causes of conflict.	07	L2	CO4
	c.	Explain briefly the process and structural models of conflict.	10	L2	CO3
Q.2	a.	What is interpersonal conflict?	03	L1	CO1
	b.	Describe the cost and effect of conflicts.	07	L2	CO2
	c.	Write a short note on conflict mapping and tracking.	10	L2	CO2
Q.3	a.	What is conflict resolution?	03	L1	CO3
	b.	Describe the strategies to resolve Team Conflict.	07	L2	CO3
	c.	Explain conflict resolution process in brief.	10	L2	CO3
Q.4	a.	What is Negotiation?	03	L1	CO1
	b.	Explain six foundations of negotiations.	07	L2	CO3
	c.	Elaborate on the skills for conflict management.	10	L2	CO4
Q.5	a.	Comment on the importance of BATNA.	03	L2	CO1
	b.	What are the factors and skills essential for negotiations? Explain briefly.	07	L1	CO3
	c.	Discuss the strategies and tactics for successful negotiation.	10	L2	CO4
Q.6	a.	What is ZOPA?	03	L1	CO3
	b.	Write a short note on Sources of Power.	07	L1	CO2
	c.	Discuss the process of negotiation.	10	L2	CO3
Q.7	a.	What do you mean by Impasse?	03	L1	CO1
	b.	Discuss formal intervention methods in negotiation.	07	L2	CO4
	c.	Explain in detail Thomas conflict resolution approach.	10	L2	CO3

Q.8	<p>Case Study (Compulsory) :</p> <p>In a mid-sized company's marketing team two members – Lisa, a social media manager and Tom, a content creator – are in conflict. Lisa wants Tom to create content quickly for an upcoming campaign to meet a tight deadline, while Tom insists on taking more time to ensure high quality work. Their disagreement begins to affect the team's productivity with Tom feeling rushed and Lisa feeling unsupported.</p> <p>The team's manager, Sarah, notices that the tension is growing and other team members are becoming uncomfortable. Deadlines are being missed, and the quality of work is declining.</p> <p>Questions:</p>			
	a. What is the primary conflict in this case?	05	L1	CO1
	b. What type of conflict is present in this case?	05	L1	CO2
	c. What approach could the manager, Sarah, take to resolve the conflict? Discuss.	05	L2	CO2
	d. What are the risks if the conflict remains unresolved? Comment.	05	L1	CO3

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