



Reg. No. :

Name :

VI Semester B.B.A. Degree (Private Registration) Regular
Examination, April 2023
(2020 Admission)
Core Course (Elective – III)
6B17BBA : COUNSELLING AND NEGOTIATION SKILLS FOR MANAGERS

Time : 3 Hours

Max. Marks : 40

PART – A
(Very Short Answer)

Answer all the questions. Each question carries 1 mark.

- 1. What is Conflict ?
- 2. What do you mean by Group Counselling ?
- 3. What is cross-cultural negotiation ?
- 4. Explain the term 'Negotiation skills'.
- 5. What is win-win negotiation ?
- 6. What do you mean by best practices in negotiation ? (6x1=6)

PART – B
(Short Answer)

Answer any 6 questions. Each question carries 2 marks.

- 7. Explain the nature of negotiation in the organization.
- 8. Describe the various approaches to Counselling.
- 9. Explain the term Ethics in negotiations.
- 10. Elaborate the statement "Inter Personal Conflict".

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- 11. Discuss various strategies of Negotiations.
- 12. Elaborate the statement "Conflict is Everywhere".
- 13. Explain the Goals of Counselling.
- 14. List out the role of IT in negotiation strategy. (6x2=12)

PART – C
(Essay)

Answer any 4 questions. Each question carries 3 marks.

- 15. Describe the role of counsellor in the process of Counselling.
- 16. Explain different types of conflicts in the organizations.
- 17. Explain the role of trust in negotiation process.
- 18. Describe various styles of negotiations.
- 19. Explain the different counselling procedures.
- 20. Discuss the specific techniques in counselling. (4x3=12)

PART – D
(Long Essay)

Answer any 2 questions. Each question carries 5 marks.

- 21. Explain the process of counselling.
- 22. Give an outline on the factors responsible for the growth of counselling.
- 23. Discuss the various barriers affecting effective negotiation process in the organizations.
- 24. Explain the uses and significance of negotiation in an effective organization. (2x5=10)