

DL-21

Your Roll No.....

**BACHELOR OF BUSINESS
ADMINISTRATION III YEAR
EXAMINATION, 2010**

Paper — BBAD-601

**CONFLICT MANAGEMENT and
NEGOTIATION SKILLS**

Time : 2½ Hours

Maximum Marks : 70

*(Write your Roll No. at the top immediately
on receipt of this question paper.)*

*Answer ALL questions of Section A, any SIX questions
of Section B and any THREE questions of Section C.*

SECTION - A (1 × 10 = 10)

Match the following :

- | | |
|------------------------|--|
| a) Pongy | i) task interdependence |
| b) Functional conflict | ii) win-win situation |
| c) Aesthetic type | iii) enhances group productivity |
| d) Goal conflict | iv) win-lose situation |
| e) Intutive type | v) influenced by financial,
statistical, etc. |

P.T.O.

- f) Dysfunctional conflict vi) how things look and feel
- g) Intergroup conflict vii) how he feels what you are bargaining about
- h) Competition viii) hampers organizational performance
- i) Analytical type ix) conflict model
- j) Collaboration x) approach approach conflict

SECTION - B (6 × 5 = 30)

- a) What are the functional consequences of conflict ?
- b) Write a note on three approaches to conflict.
- c) What is meant by resource allocation ?
- d) What is meant by the term "Role Conflict" ?
- e) What is smoothing ?
- f) Write a short note on negotiation.
- g) Why do deadlock arise ?
- h) Write a short note on anger handling technique.

SECTION - C (3 × 10 = 30)

- a) Explain Pondy's conflict model.
- b) What is the broad basis for conflict categorization ?
- c) Discuss different simulation strategies.
- d) Explain in detail the concept of bargaining.
- e) What are the various steps involved in the process of negotiation ?