

Reg No.: _____

Name: _____

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
FIFTH TRIMESTER MBA DEGREE EXAMINATION(R&S) , FEBRUARY 2020**

Course code:HRT510

Course course:-NEGOTIATION AND CONFLICT RESOLUTION

Max. Marks: 60

Duration: 3 Hours

PART A

Answer all questions. Each question carries 2 marks

- 1 What are the types of industrial disputes?
- 2 What is distributive bargaining?
- 3 Define coalition?
- 4 Define circle chart analysis.
- 5 What are the sources of conflicts in organisations?

(5x2 marks = 10 marks)

PART B

Answer any 3 questions. Each question carries 10 marks

- 6 What are the roles and functions of third party negotiation? (10)
- 7 Elaborate the process of collective bargaining? (10)
- 8 Outline the machinery for settlement of industrial disputes (10)
- 9 Discuss the concept BATNA ? (10)
- 10 Negotiation is a complex process. Explain the issues and challenges involved in it. (10)

(3x10 marks = 30 marks)

PART C

Compulsory question, the question carries 20 marks

- 11 The conflict arises from the management styles of two managers, Ralph and George, who head two different departments in the same organization. Ralph's problem with George is that the latter is taking staff from his department without his approval. On the other hand, George feels that he is doing the right thing by taking staff from Ralph's over staffed department. The situation is compounded by the fact that most of the people who work under Ralph are asking to be transferred while Ralph feels that his department is not overstaffed. He feels that George is interfering with his duties while George is sure that Ralph would do well with a leaner workforce. John, the director, has to help resolve the conflict between he two managers after they bitterly confront each other in his presence. Apart form George's and Ralph's viewpoints the director also has to consider Henry's opinion about the conflict. Henry is the immediate Lab manager who was recently replaced by Ralph. He had the same problems that Ralph is having with George, but he was able to take care of them without directly confronting George. (20)
- 1)To solve the conflict between them George and Ralph, suggest a preferred style
- 2)Analyse the reason for issues between Ralph and George