

****Answer: d. Denial****

3. What is a BATNA in negotiation?

- a. Best Alternative To a Negotiated Agreement
- b. Bi-lateral Agreement To Negotiate Amicably
- c. Bargaining Agreement Through Neutral Arbitration
- d. Business-Appropriate Terms for Negotiation Agreements

****Answer: a. Best Alternative To a Negotiated Agreement****

4. Conflict resolution strategies that involve both parties giving up something to reach a solution are known as:

- a. Compromise
- b. Collaboration
- c. Avoidance
- d. Competition

****Answer: a. Compromise****

5. Which of the following is an example of a non-verbal communication cue that can impact negotiation?

- a. Agreeing to terms
- b. Maintaining eye contact
- c. Using clear language
- d. Ignoring the other party

****Answer: b. Maintaining eye contact****

****Section B: Short Answer (30 points)****

****Answer:** A passive-aggressive communicator indirectly expresses their displeasure or resistance. Example: A team member agrees to take on a task in a group project but consistently fails to complete it without explanation.******

****Section C: Essay Questions (50 points)****

9. Discuss the concept of power in negotiations. How can parties leverage and balance power dynamics to achieve successful outcomes?

****Answer:** In negotiations, power refers to the ability to influence the other party's decisions or actions. It can be based on various factors such as resources, expertise, or alternative options. Parties can leverage power by understanding the other party's sources of power and using negotiation tactics accordingly. To balance power dynamics, parties should focus on their BATNA, build trust, and create value through creative solutions that benefit both sides. Successful negotiation outcomes often involve a dynamic interplay of power, where parties strive for mutual gain.******

10. Conflict is a natural part of any organization. Discuss the role of a mediator in resolving workplace conflicts and the key skills they should possess.

****Answer:** Mediators play a crucial role in resolving workplace conflicts by facilitating communication and helping parties find common ground. Key skills include active listening, neutrality, empathy, and problem-solving. Mediators must also be proficient in conflict resolution techniques, maintain confidentiality, and create a safe and supportive environment for the involved parties to express their concerns. By guiding the process and empowering parties to find their own solutions, mediators contribute to a harmonious workplace.******

PAPER # 3

Sample Complete Exam Paper for Negotiation and Conflict Resolution in BBA (With Answers)

Multiple Choice Questions

1. Which of the following is NOT a step in the negotiation process?

- Preparation
- Discussion
- Agreement
- Conflict

2. Which of the following is NOT a type of negotiation?

- Distributive
- Integrative
- Competitive
- Collaborative

3. Which of the following is NOT a strategy for resolving conflict?

- Avoidance
- Accommodation
- Compromise
- Force

4. Which of the following is NOT a benefit of negotiation?

- Can lead to mutually beneficial solutions
- Can help to build relationships
- Can save time and money
- Can guarantee a win-win outcome

5. Which of the following is NOT a challenge of negotiation?

- Can be time-consuming

2. Explain the five steps of the negotiation process. The five steps of the negotiation process are:
3. Preparation: This involves gathering information about the other party, their interests, and their needs. It also involves developing your own negotiation strategy.
4. Planning: This involves deciding what you are willing to give up and what you are not willing to give up. It also involves developing a fallback plan in case the negotiations fail.
5. Execution: This is where you actually sit down and negotiate with the other party. It is important to be assertive and to communicate your needs clearly.
6. Evaluation: Once you have reached an agreement, it is important to evaluate it to make sure that it is fair and that it meets your needs.
7. Follow-up: Once you have reached an agreement, it is important to follow up with the other party to make sure that it is being implemented.
8. Discuss the different negotiation tactics and how they can be used effectively. There are many different negotiation tactics that can be used. Some of the most common tactics include:
 - Hard bargaining: This is a type of negotiation where the parties are very competitive and try to get the best deal possible.
 - Soft bargaining: This is a type of negotiation where the parties are more cooperative and try to find a solution that works for both of them.
 - Principled negotiation: