

MBA II Year Examination
MP-405 : Collective Bargaining and Negotiation Skills

Time: 3 Hours

Max. Marks: 80

Note: The question paper is divided into three sections A, B & C. Write Answers as per the given instructions.

Section A
(Very Short Answer Type Questions)

Note: Answers all 8 questions. As per the nature of the questions you delimit your answer in one sentence up to 50 words. Each question carries equal marks. (Marks 2x8=16)

1. Discuss the meaning of collective bargaining. Trace the history of collective bargaining.
2. Explain the different types of collective agreements.
3. Discuss the features and importance of collective bargaining.
4. Write short notes on:
 - (a) Problems of collective bargaining
 - (b) Factors ensuring success of collective bargaining
5. What is negotiation? Explain the concept with examples.
6. Discuss the different elements of negotiation.
7. Explain what makes a negotiation successful.
8. Define negotiation skill. Explain different types of negotiation skill.
9. What are the different levels of Negotiation Skills?
10. What do you mean by negotiators dilemma?
11. What do you mean by relationship in negotiation? Explain.
12. Define agreement.
13. What do you mean by enforceability of agreements?
14. Explain the process of forming collective agreements.
15. What management rights are usually included in collective agreements?
16. Explain the main sources of grievance.
17. Answer in 'Yes' or 'No'
 - a) Adjudication favours the party who issues the notice and starts the procedure?
 - b) Adjudication favours the respondent to the notice?
 - c) Adjudication requires little staff involvement when putting the case together?
 - d) Adjudication requires a lot of resources i.e. staff time to put a case together?

e) Adjudication helps the subcontractor in terms of legal power over other dispute resolution systems?

18. Explain the three Tier system of adjudication

19. Differentiate between arbitration and adjudication.

20. What is the relation between culture and negotiation?

Section B

(Short Answer Type Questions)

Answer any 4 questions. Each answer should not exceed 100 words. Each question carries 08 marks. (Marks 8x4 = 32)

1. What are the pre-requisites of collective bargaining.
2. Discuss different theories of collective bargaining?
3. Discuss the preparations to be made for successful negotiation.
4. Discuss the Negotiation framework in detail with examples.
5. What do you mean by KASH? What is its role in negotiation.
6. Discuss different types and styles of negotiations.
7. Describe the various steps involved in negotiation process.
8. Discuss the elements to be taken into account in the negotiation process.
9. Explain how [emotions](#) play a vital role in the negotiation process.
10. Explain the various barriers to negotiation.
11. Discuss ways to handle different barriers to negotiation.
12. What are the terms or issues which will require negotiation in order to resolve the dispute?
13. What do you mean by negotiation tactics? Discuss in detail.
14. Discuss various ways to improve Negotiation Skills.
15. What are the common Negotiator Pitfalls? Discuss?
16. Discuss the different key elements of relationship.
17. What do you mean by fundamentals of negotiator's trustworthiness? Discuss in detail.
18. Discuss the different trust building actions.
19. The law of contract is not the whole law of agreement nor is it the whole law of obligations.
20. Define grievance. Explain the grievance procedure.
21. Is Adjudication a good choice for Dispute Resolution?

22. Define adjudication. Explain the types of adjudication.
23. What makes international negotiations different?
24. Discuss the impact of culture on negotiation.
25. What is the effect of culture on conflict resolution?

Section C

(Long Answer Type Questions)

Answer any 2 questions. Each answer should not exceed 800 words. Each question carries 16 marks. (Marks 2x16=32)

1. What are the various functions of collective bargaining?
2. Discuss the essentials of a successful negotiation model.
3. Give the pre-negotiation strategy check list for negotiators.
4. Enumerate the essentials of valid contract.
5. The management takes efforts to dispose off all grievances procedurally with a view to ensure justice and satisfaction to the employees. Do you agree with this statement?
6. Is it possible for an employer to voluntarily apply a collective agreement that does not apply to his/her business? Then, how to prove this voluntary enforcement?
7. What do you mean by culturally responsive negotiation strategies? Why does culture effects negotiation strategies?