**JAIPURIA INSTITUTE OF MANAGEMENT, INDORE**

**PGDM**

**SIXTH TRIMESTER (Batch 2019-21)**

**END TERM EXAMINATION, MAY-2021**

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| Course Name | **Negotiation Skills** | Course Code | **HR 603** |
| Max. Time | **2 hours** | Max. Marks | **60** |

Instructions- Each question is of 12 marks.

**Q.1. (a)** What is conflict? What are its sources and broad causes in the workplaces? How does negotiation resolve this?

**(b)** What is a dispute? How does negotiation resolve this?

**Q.2.** Why the style of negotiation is important? What are the techniques for better negotiation?

**Q.3.** Explain the two distinctive types of negotiation and which according to you better and why?

**Q.4.** Describe the five stages of negotiation process. What is a reservation point and how does it relate with BATNA?

**Q.5.** What is closing process of negotiation? Explain its importance and role in assessment.