



CBCS SCHEME

MBAHR413

Fourth Semester MBA Degree Examination, June/July 2026 Conflict & Negotiation Management

Time: 3 hrs.

Max. Marks:100

- Note: 1. Answer any FOUR full questions from Q.No. 1 to Q.No. 7
2. Question No. 8 is compulsory.
3. M: Marks, L: Bloom's level, C: Course outcomes.*

			M	L	C
Q.1	a.	Define Conflict. What are the components of conflict?	3	L1	CO1
	b.	What are the various strategies to resolve team conflict? Discuss	7	L1	CO3
	c.	Explain Conflict Resolution process in detail.	10	L4	CO2
Q.2	a.	What do you mean by Dispute settlement Negotiation?	3	L1	CO1
	b.	Discuss the six foundations of Negotiation	7	L3	CO1
	c.	Explain the core skills that contribute to successful negotiation outcomes.	10	L2	CO1
Q.3	a.	What is Conflict resolution?	3	L1	CO1
	b.	Briefly describe Cosier Schank model of conflict management.	7	L4	CO1
	c.	Discuss the best practices that help negotiators enhance their negotiation skills.	10	L6	CO3
Q.4	a.	What is Contingency approach?	3	L1	CO1
	b.	Elucidate on sources of Power.	7	L6	CO3
	c.	Discuss formal intervention methods.	10	L6	CO2
Q.5	a.	Define Grievance.	3	L1	CO1
	b.	Write a note: (i) Conflict mapping (ii) Conflict domain (iii) Conflict trends.	7	L1	CO1
	c.	Elaborate on Myths about conflicts.	10	L6	CO1
Q.6	a.	Differentiate between direct costs and indirect Costs of Conflict.	3	L4	CO1
	b.	Outline on the importance of BATNA	7	L2	CO2
	c.	Examine the relationship between Conflict and Team Performance.	10	L4	CO3
Q.7	a.	What is ethics in Negotiation?	3	L1	CO1
	b.	Briefly explain the behavioral styles of conflict handling	7	L2	CO3
	c.	Explain Thomas conflict resolution approach.	10	L2	CO1
1 of 2					

Compulsory Questions :

Q.8	In a software development company, two employees — Rachel, a Project Coordinator, and David, a Software Developer — are experiencing conflict during the launch of a new mobile application. Rachel is focused on completing the project within the scheduled deadline promised to the client, while David believes additional testing and debugging are necessary to avoid technical issues after launch. Rachel frequently pressures David and his team to speed up the development process, whereas David argues that releasing an unfinished product could damage the company's reputation and customer trust. As the disagreement intensifies, communication between the two becomes strained. Other team members begin taking sides, meetings become unproductive, and the project starts facing delays. The department manager, Michael, observes declining morale and increasing frustration within the team. Client complaints regarding delayed updates are also increasing, creating additional pressure on the department. <u>Questions:</u> 1. Identify the main cause of conflict in the above case. 2. What type of organizational conflict is reflected in this situation? Explain. 3. How can manager Michael use negotiation and conflict resolution strategies to handle the issue effectively? 4. Suggest suitable communication techniques that can improve coordination between Rachel and David.	20	L6	CO4
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