

# School of Business

Department of Business

Mid Term Examination

Exam Date: 30 Sep 2023

Time : 90 Minutes

Marks : 50

## Sem V - D1UA512T - Negotiation and Conflict Management

*Your answer should be specific to the question asked*

*Draw neat labeled diagrams wherever necessary*

- 1) Illustrate about the perception of conflict. K2 (2)
- 2) What do you mean by 1 to 1 dispute resolution K1 (3)
- 3) Summarise the characteristics and significance of conflict. K2 (4)
- 4) Outline the positive and negative effect of conflict in a Organisation. K2 (6)
- 5) Give an example of the application of the dual concern model of conflict resolution. K3 (6)
- 6) Develop individual styles for handling Inter Personal Conflict in detail. K3 (9)
- 7) Analyze conflict-preventive measures and curative measures with examples K4 (8)
- 8) Categorise seven potential sources of interpersonal and inter-group conflict along with the resultant orientation under the conflict-escalation and conflict prevention/resolution modes. K4 (12)

**OR**

Conflict in an organization can have both positive and negative effects, depending on how it is managed and resolved. Compare and Contrast the positive and negative effects of conflict in organisation K4 (12)