

SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)
(10x2=20 Marks)

- A. What is arbitration?
- B. Describe different styles of conflicts management?
- C. What is a super ordinate goal?
- D. Explain positive and negative aspects of conflict.
- E. Explain negotiation process?
- F. Explain the approaches to resolve inter group conflict.
- G. Elaborate on sources of power.
- H. Differentiate between direct costs and indirect costs of conflict.
- I. What are the best practices in Negotiations?
- J. Difference between distributive and integrative negotiation.

SECTION –B (ESSAY TYPE QUESTIONS)
(5x10=50 Marks)

1. What is Conflict Management? Explain various types of conflict in detail with examples.
2. Explain in detail what is communicated during Negotiation and how do you communicate in negotiation?
3. Briefly explain the dimensions of cost of conflict.
4. Explain conflict resolution model.
5. What are the tricks used in negotiation process? Explain

6. What is Grievance Management? Explain Causes and feature of a good Grievance procedure.
7. What is Mediation? Briefly explain the techniques of Mediation.
8. Case Study:

A research project is being conducted jointly between two universities and a collaborating company. The project is coordinate by a project manager from the company. You are the principal investigator at your institution and have a colleagues in a corresponding position at the other institution. The funder has issued each institution with a separate research contract. You fell the project manager is pursuing their own agenda; is focused on hitting delivery dates without thinking for the quality of work being produced and has lost sight of expertise, your research group brings to the project. Furthermore, the post-Docs in your research group and at the university are battling against each other and the project manager.

Questions:

- a. Identify and comment on the type of conflict in the case.
- b. Being a principal investigator, how do you resolve this conflict?

==END OF THE PAPER==