

JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA

PGDM / PGDM (M) / PGDM (SM)

SIXTH TRIMESTER (Batch 2017-19)

END TERM EXAMINATIONS, MARCH 2019

Set-I

Course Name	Negotiation Skills (NS)	Course Code	BC 601
Max. Time	2 hours	Max. Marks	40 MM

INSTRUCTIONS:

- Analyze the role of any two of the following in the negotiation process – communication, personality or relationships; and how they contribute or detract from any negotiation situation. Substantiate your explanation with relevant examples. (10)
- An American manager is trying to close a deal with a Brazilian manager, but has not heard back from him for quite some time. The American is getting very nervous that if he waits too long, he is going to miss out on any backup options lost while waiting for the Brazilian. What would you think the American do? How can the American tell it is time to drop the deal? Give some signs that suggest negotiations will go no further. (10)
- Prakash got selected with a multinational firm of repute. He was called to negotiate his salary with Mira Dutta, the HR Head of the organization. Any of the below mentioned three scenarios could be expected. Analyze the three scenarios; identify its type and write a brief note on each scenario in the context of the case.

Scenario 1 - Mira quoted a salary to Prakash, but Prakash was not too pleased with the figure. He insisted Mira to raise his salary to the best extent possible. After discussions, Mira came out with a figure acceptable to Prakash.

Scenario 2 - Mira with her excellent negotiation skills managed to convince Prakash at a little lower salary than he quoted. Prakash also wanted to grab the opportunity as it was his dream job and he was eyeing it for quite some time now. He had to accept the offer at a little lower salary than expected.

Scenario 3 - Prakash declined the offer as the salary quoted by Mira did not meet his expectations. Mira tried her level best to negotiate with Prakash, but he did not agree. (15)
- It's a wonderful day and you are at Goa on the beach. Just found a nice quiet spot and settled down. A couple of loud teenagers arrive and sit close to you. After a few minutes, they turn on a music player and increase the volume to relatively loud levels. How would you handle this situation by proposing suitable alternatives. Briefly explain each of the alternatives and suggest any one which would work best in the given situation. (5)