

26

International Islamic University Chittagong

Department of Business Administration

Mid Term Examination Autumn-2019

Program: MBA Course Code: HRM-5507

Title: Conflict Management & Negotiation

Time: 2.00 hours

Marks: 30

[Answer any **three (3)** of the following questions. All questions are of equal marks.
All parts of the same question must be answered serially]

1. a. Define conflict on the basis of cognitive, affective and behavioral components. Explain in brief the process model of conflict episode. 5
b. Analyze how conflict and performance are related. 5
2. a. Critically analyze intra-personal conflict with specific reference to frustration model, role ambiguity and goal incompatibility. 5
b. Define organizational conflict. Enumerate organizational conflict process. 5
3. a. 'Managing conflict focuses on maintaining conflict at the right level'- elaborate the statement. Discuss in brief the Thomas-Kilmann model of conflict negotiation. 5
b. What do you mean by behavioral style model? How this model can be used for conflict handling? Point out the ways to improve communication for minimizing conflict. 5
4. a. What are the main features of distributive bargaining and integrative negotiation? Explain in brief the basic process of distributive bargaining technique and integrative bargaining technique for resolving conflict. 5
b. What is BATNA? Write down the process of determining one's BATNA. How would you like to assess other parties' BATNA? 5