

Note: Part A - Answer Any Two Full Questions (20*02=40 Marks)

Part B - Compulsory (01*10= 10marks)

Part	Question #	Description	Marks Distribution	Ma Mar
A	1	a) Define Negotiation	Meaning - Negotiation is a strategic discussion between two parties to resolve an issue that both find acceptable.	3
		b) Principles for successful negotiations		7
		c) Outline the Techniques of negotiation in resolving conflicts	Active listening: Show that you understand what the other person is saying and feeling by restating what they've said in your own words. Clear communication: Express your thoughts, feelings, and needs in a direct, honest, and respectful way. Integrative negotiation: Collaborate with others to develop a solution that addresses everyone's needs and concerns. Emotional management: Engage with the other parties to find a mutually agreeable solution. Problem solving: Develop problem-solving skills to improve your negotiation skills. linguistic, and other differences. Create win-win options: Propose options that benefit both parties etc.,	10
	2	a) Dispute Settlement Negotiation (DSN)	Dispute Settlement Negotiation (DSN) is a type of negotiation that involves resolving disputes that have arisen from an existing agreement	3
		b) Analyze Negotiation Strategy and Planning	Lead the negotiation Negotiate the process Build value Build relationships Anticipating counterpart strategies and responses Bargaining Be positive	7

			Build rapport Communication			
		c)	The importance of BATNA in Dispute Settlements	BATNA is an acronym for "Best Alternative to a Negotiated Agreement". It's a negotiation tactic that refers to the best outcome a party can expect if they can't reach an agreement with their counterpart. How to carry BaTNA Enumerate the alternatives Recognise the value of the alternatives Select the preferred alternative . Identify the lowest bargain that you are willing to accept	10	
		(a)	Define Impasse	Definition - An impasse in negotiations occurs when parties involved in bargaining are unable to resolve their differences and reach an agreement	3	
	3	(b)	Explain the best practices in negotiation	Preparation Being well-prepared can help you reach an acceptable agreement for all parties. Communication Effective communication skills help you establish boundaries and make your intentions clear. You can improve your communication skills by recognizing nonverbal signs, writing clearly, and speaking concisely. Active listening Active listening helps you understand the other party's needs and interests, which can help you frame your questions and responses. Know your limits Know what you're willing to accept in advance, and be willing to walk away if you don't get what you want. Build rapport Establishing rapport and trust with the other party can help you handle conflict and resistance. Principled negotiation This approach combines the emphasis on preserving relationships with the emphasis on getting what you deserve. Understand timing Knowing when to negotiate is just as important as knowing how to negotiate. Visualize the end result	7	20

		(c)	Outline Third Party Approaches	<p>A third party can be involved in a negotiation as a mediator, arbitrator, consultant, or facilitator, and can help resolve conflicts in a variety of ways.</p> <p>Mediation: A neutral third party helps the parties involved come to an agreement. Mediation is often the first choice because it can be done privately.</p> <p>Arbitration: A neutral third party makes a decision about who is right and who is wrong. The arbitrator presents a solution that is binding on all parties.</p> <p>Litigation: This is usually the last resort when a dispute can't be resolved.</p>	10	
B	4	(a)	Outline key points of Janice's negotiation led to her success	<ol style="list-style-type: none"> 1. Janice's prepared herself through effective Negotiation Skills as like 2. Characteristics of a good negotiator 3. open mind. 4. charm. 5. well thought out. 6. articulate. 7. experience. 8. perverseness. 9. patience. 10. assertiveness. 	5	10
		(b)	What could have Janice done better to get a better outcome for her salary	<p>There are different elements which may be for raising Janices Salary</p> <ul style="list-style-type: none"> - Enhancement of skills - Up gradation - Possessing essential Negotiation skills - Assertiveness, Perservances - Outcome based performance 	5	