

## M.B.A. (GM-HRM) Sem.-4 Examination

LS-401

C.M.N.

Time : 2-30 Hours]

April-2025

[Max. Marks : 70

Q-1	<b>Explain the following terms (Any 7)</b> <ol style="list-style-type: none"> <li>1. Conflict</li> <li>2. Power</li> <li>3. Negotiation</li> <li>4. Assertive skills</li> <li>5. Perception</li> <li>6. Halo effect</li> <li>7. Stereotyping</li> <li>8. Self-Serving Bias</li> <li>9. Hallucination</li> <li>10. Personality</li> </ol>	14
Q-2	A) Explain various sources of conflict <b>OR</b> B) "Conflicts are disturbing yet desirable" Why?	14
Q-3	A) Explain various errors in perception <b>OR</b> B) Explain the factors influencing Perception	14
Q-4	A) Explain ACES & CREEK strategies of persuasion <b>OR</b> B) Explain the various criteria for selecting effective negotiation styles	14
Q-5	A) "A good negotiator listens to what is spoken but also unspoken" Explain	14