

HRM724 CONFLICT MANAGEMENT FINAL TERL29-02- 2015

1.What is Pareto Efficiency? Is the concept of Pareto Efficiency equally applicable on five negotiating styles? Discuss with respect to each style.

1+.75*5=5

2.What does BATNA stand for? Why it is necessary to know about the other disputant's BATNA while conducting the 5th step of BATNA Assessment (Choose the Best Alternative)?

1+4

3.How Caucusing and Instilling Doubts help out in the mediation process where Evaluative Mediation Tactics are required?

1.5+1.5+2=5

4.Does power influence the process of negotiation positively, negatively or in both ways? Justify your answer with the help of an elaborated example.

2+3

5.Why most of the times, Existing Social Categories are used rather than Systematic Processing while making judgments about new people – even though systemic processing provides solid information?

1+1+3

6.Mr. Fiazan is working as an assistant to Mr. Rahat. Mr. Rahat always asks Faizan about everything he does even about his personal phone calls. This makes Faizan infuriated so he goes to HR manager, tells him everything and says that privacy is extremely important to him.

By keeping advantages and disadvantages of different types of dispute resolution methods in view, suggest the best method to solve this situation. Also justify your suggestion.

1+4 = 5

7.Hoa (China), Peter(Europe), Fahad(Pakistan), Shusmeeta(India) and Umma(Bungladesh) work together in the same section of a multinational company. They hardly meet and seldom talk face to face with customers as all of their work is done via phone and computers. Their stress levels increased by the customers who do not respond and appreciate receiving telemarketing calls. They get rude comments, people hang up on them and others let them wait on the line for a long time. **How could they make cultural diversity be a strength and a weakness for them?**

2.5+2.5=5

8.How do Interdependent-Self and Independent-Self affect the negotiating approaches of disputants?

2.5+2.5=5

9.Ms. Rmala ,a mail officer, has been working in Sales department for the last 2 years and fully satisfied with the working environment. For the last two weeks, she observed that Mr. Nisar, her supervisor, criticizes and harasses her for no reasons. Mr. Nisar claims that he only made a comment on her work; and she has no reason for taking stress leave by getting a medical certificate. Mr. Nisar believes that the staff must follow his commands to do their job efficiently. He also believes his superiors are on his back so he puts that pressures on his subordinates.

Ms. Ramla comes to HR Department for complain; and when she hears about mediation from them to resolve the issue, she decides to confront Mr. Nisar about his unacceptable behavior towards her before a third person.

You have learned about different forms of mediation in the HRM724 course. Keeping them in mind, answer the following question.

Which form of meditation is more appropriate in this situation? Discuss why or why not?

1+4