

Roll No. ....

Total Pages : 02

**MMS/M-20**

**13065**

**COUNSELING, MENTORING AND  
NEGOTIATION SKILLS  
HRM-404**

Time : Three Hours]

[Maximum Marks : 70

**Note :** Attempt *six* questions in all out of which Q. No. **1** is compulsory. Marks are given against each question.

1. Write short notes on the following :
  - (a) Objectives of counseling skills 4
  - (b) Role of ethics in counseling 4
  - (c) Importance of negotiation skills for managers 4
  - (d) Strategic implications of mentoring 4
  - (e) Guidelines for action plans. 4
2. Discuss the importance of counseling for HR managers. What are their implications for organizational growth and development ? 10
3. Define the fundamental characteristics of professional counselors. How do these contribute positively in managing client relationship ? Discuss. 10

4. What is the relationship between cognitive and behavioural therapy ? Explain their significant contribution in ensuring desired employee performance. Justify your answer with examples. **10**
5. What are the practical problems of counseling in a business organization ? Which therapy is more effective to solve such problems ? Discuss. **10**
6. Discuss the impact of distributive bargaining in relationship management. What are its implications to HR manager ? **10**
7. Define the role and responsibility of negotiation in conflict organizations. What are its implications to managerial effectiveness ? Discuss. **10**
8. Explain the importance of mentoring skills of managers for managing employee relationship. Explain its limitations in present organization environment. **10**
9. What is the relationship between mentoring and planning ? Explain its importance for goal setting of an organization. **10**