

MCS-015 solved assignment july 2017- january 2018

1. Read the passage below and answer the questions that follow:

Negotiations are complex because one is dealing with both facts and people. It is clear that negotiators must above all have a good understanding of the subject. They must also be aware of the general policy of the company or institution in relation to the issues and they must be familiar with the organizational structure and the decision-making process. However, awareness of these facts may not necessarily suffice to reach a successful outcome. Personal, human factors must be taken into account. The approach and strategy adopted in negotiating are influenced by attitude as well as by a cool, clear logical analysis of the facts and one's interests. The personal needs of the actors in negotiating must therefore be considered. These can include a need for friendship, goodwill, credibility, recognition of status and authority, a desire to be appreciated by one's own side and to be promoted and, finally, an occasional need to get home reasonably early on a Friday evening. It is a well-known fact that meetings scheduled on a Friday evening are shorter than those held at other times. Timing can pressure people into reaching a decision and personal factors can become part of the bargaining process. Researchers who have studied the negotiating process recommend separating the people from the problem. An analysis of negotiating language shows that, for example, indirect and impersonal forms are used. This necessity to be hard on the facts and soft on the people can result in the sometimes complex, almost ritualistic, style of negotiating language.

Language varies according to the negotiating style. In negotiating you can use either a cooperative style or a competitive one. In the co-operative style the basic principle is that both parties can gain something from the negotiation without harming the interests of the other. Or in other words that both parties will benefit more in the long run in friendship and co-operation even if they make some concessions. This type of negotiation is likely to take place in-house between colleagues and departments, or between companies when there is a longstanding relationship and common goals are being pursued.

Unfortunately co-operative style negotiations without a trace of competition are rare. In most negotiating situations there is something to be gained or lost. There can be a danger in adopting a co-operative mode, as unscrupulous people may take advantage of cooperative people.

The opposite mode to co-operative negotiating is competitive negotiating. Negotiators see each other as opponents. Knowledge of the other party's needs is used to develop strategies to exploit weaknesses rather than to seek a solution satisfactory to both sides. This type of negotiating may be appropriate in the case of one-off contracts where the aim is to get the best result possible in negotiations. Needless to say, the language in this type of discussion may become hostile and threatening even if it remains formal.

1a Why are negotiations not a simple matter? Discuss.

Ans 1(a) Negotiations are complex because one is dealing with both facts and people. It is clear that negotiators must above all have a good understanding of the subject. They must also be aware of the general policy of the company or institution in relation to the issues and they must be familiar with the organizational structure and the decision-making process.

1b Is a strong awareness of the facts sufficient? Give reasons for your answer.

Ans1(b) No, awareness of these facts may not necessarily suffice to reach a successful outcome. Personal, human factors must be taken into account. The approach and strategy adopted in negotiating are influenced by attitude as well as by a cool, clear logical analysis of the facts and one's interests.

1c When are meeting relatively short? Why?

Ans1 (c) The approach and strategy adopted in negotiating are influenced by attitude as well as by a cool, clear logical analysis of the facts and one's interests. It is a well-known fact that meetings scheduled on a Friday evening are shorter than those held at other times. Timing can pressure people into reaching a decision and personal factors can become part of the bargaining process.

Ans1(d) Research has shown that it can help to separate the PEOPLE from the PROBLEM. This can be done by using special negotiating STYLE.

1e What kind of language is used while negotiating?

Ans1(e) Language varies according to the negotiating style. In negotiating you can use either a cooperative style or a competitive one. In the co-operative style the basic principle is that both parties can gain something from the negotiation without harming the interests of the other. Or in other words that both parties will benefit more in the long run in friendship and co-operation even if they make some concessions. This type of negotiation is likely to take place in-house between colleagues and departments, or between companies when there is a longstanding relationship and common goals are being pursued.

1f Give three differences between the two styles of negotiations.

Ans 1(f)

<p>A cooperative approach aligns with the process of interest-based or integrative bargaining, which leads parties to seek win-win solutions.</p> <p>Disputants that work cooperatively to negotiate a solution are more likely to develop a relationship of trust and come up with mutually beneficial options for settlement.</p> <p>The mutual gains approach is considered a constructive resolution process.</p>	<p>Competitive approaches align with the process of distributive bargaining, which result in win-lose outcomes.</p> <p>A competitive approach to conflict tends to increase animosity and distrust between parties and is generally considered destructive.</p> <p>There is no mutual gains approach</p>
---	--

1g Which style of negotiation do you think the writer recommends? Why?

Ans 1 (g)

"Competitive negotiators are more effective than cooperative negotiators and the lies they tell are ethically permissible."

"Disputes are an inevitable element of human interaction and society needs to develop efficient and innovative methods of dealing with them." [1] To resolve disputes man has developed court system. However there is a huge amount of cases pending in the courts. Lack of sufficient machinery retards the process in resolving these disputes. An alternative to court,

what we have is something called Alternative Dispute Resolution (ADR). It has been described as "A halfway house between the certainty of the adversarial system and flexibility of negotiation".

1h Give a suitable title to the passage.

Ans1 (h) "Importance of Negotiations".

1i Given below are the opposites of the words in the passage.

What are these words? Select them from the passage:

Ans(i)

Simple:	Complicated
Fiction:	fact
Specific:	Similar
Emotional:	Impassive
Lose:	win
Benefit:	disadvantages
Frequent:	infrequent
Honest:	dishonest
Friend:	Enemy/Stranger
Streghts:	vigor

2. (i) You are the sales manager of Quick Track Technologies, manufacturing anti-virus software. You had sent a consignment of goods through Zedex, to your clients, Empire stores, in Hyderabad, but they have not received the goods. Write a letter of complaint to Zedex.

Ans 2(a)

Subject :- Complaint Regarding the not received the Consignment against order ZEDEX.

Dear Sir,

This is to inform you that the ordered goods consignment is not received yet to the ClientEmpire stores, in Hyderabad, that is send by you(ZEDEX).

Several follow-up has been made so far not only with customer care but as well as Branch and Head Office also. But no one has been given any response on that.I want to know the reasonable answer with your company. And further we take an action against your company

With view to the above, requesting you to intervene and resolve the matter.

Regards,

Quick Track Technologies, manufacturing anti-virus software

ABC..

(ii) Draft a reply from the Manager, Zedex, apologizing to Quick Track Technologies for the lapse and state what action you have taken in the matter.

Ans 2(ii)

Subject: Reply from Manager of ZEDEX to Quick Track Technologies, manufacturing anti-virus software for apologizing.

Dear Sir,

My consignment is stucked at KOLKATA FOREIGN LCAO with retention reason : Awaiting presentation to customs commissioner.

So, we can't deliver the consignment on due date. Please apologizing our first delaying order and sorry for the lapse.

Kindly, request to you please take action with politeness.

Your Sincerely
ZEDEX
Manager

3. Put the verbs in the correct tense and form.

Ans 3

Jaya: If Nikhil got more pocket money, he would waste (waste) it all on stupid things.

Nikhil: That isn't true. If I had more money, I **SPENT** (spend) it on a guitar.

Vijay: If **WON** (win) a lottery, I would buy a racing bicycle.

Nikhil: I **AM NOT BUYING** (not buy) a racing bicycle, if I were you. They're much too expensive.

Jaya: If I had more money, I **SAVED** (save) it for a trip to England.

Nikhil: If I **HAD** (have) a lot of money, I **BOUGHT** (buy) a motorbike.

Vijay: I **AM NOT BUYING** (not buy) a motor bike if I **WOULD** (be) for you. You wouldn't get a license to ride it.

Nikhil: If I didn't have to go to school, I **HAD** (have) got a job.

Vijay: The only job you would get if you **WOULD NOT GO** (not go) to school is washing dishes in a dhaba. And you don't like washing dishes.

4. Complete the passage below with the prepositions/particles in the box.

Up at down through out

with for in from on

Ans 4)

I'd like to take you **OUT** the figures and spell **FROM** the implications. First of all, could you look **AT** the P&L account. As you can see, the figures are basically **IN** line **WITH** the budget, except **FOR** the fixed costs, which are **ON** 10 per cent last year. This means that the operating profit is nearly 5 per cent **FROM** last year. We need to relook **THROUGH** our strategy for greater financial health **DOWN** the company.

5. Asking Wh-Questions. Example:

You want to know where the nearest payphone is.

Where's the nearest payphone?

Now make questions in a similar ways.

Ans 5)

i. When Mr. Ragavan will be back.

- ii. Why the sales office hasn't called, you want to know.
- iii. When the manager normally arrives at the office.
- iv. Why the consignment has been delayed.
- v. What number you should dial for directory inquiry.
- vi. Where he is phoning from and when.
- vii. When you could reach your boss.
- viii. What is the mobile number of the Managing Director is.
- ix. What does she spell her name.
- x. Where is the way to the office.

6. Prepare a report for the Head Office on the collapse of a two storeyed accommodation under your charge. Say why it happened, what was the damage, whether anyone was hurt, what steps you took immediately. (About 300 words)

Ans 6)

In community work, there's almost always someone opposed to whatever it is you're doing. Even if your goal is something everyone can agree on, there will be those who disagree with your methods for achieving it. When your opposition starts fighting your efforts, it's best to be familiar with what tactics they might use to do so and how your group might most effectively respond.

WHAT ARE SOME GENERAL WAYS TO FIGHT THESE TACTICS?

There are a variety of tactic-specific ways to deal with each of these forms of attack. Some strategies that apply no matter what tactic is being used include:

UNDERSTAND YOUR OPPONENT AND HIS/HER/THEIR STRATEGY

If knowledge is power, ignorance is weakness. An opponent you understand is much weaker than an opponent whose every move baffles you. **Understand your foe's beliefs**, background, and position. This will put you in a stronger position to respond to attacks. It can also increase your organization's image as an intelligent, rational group. What does your opponent believe and want? Does your opponent come from a cultural or ethnic group different from your own; and if so how might this affect dealings with your organization? Does your opponent have a history of acting (or reacting) in a certain way? You may be able to determine some of these things from your own history with the person or organization in question, from the experiences and personal knowledge of friends and colleagues, from newspaper articles, from corporate PR materials (if you're dealing with a company), or from campaign literature (if you're dealing with a candidate or elected official).

TURN NEGATIVES INTO POSITIVES

As the saying goes, when the opposition gives you lemons, make lemonade. The ability to turn any negatives you are given into positive situations is a very powerful ability for your organization to have. For example, you might use the utility company's opposition to a program to provide heat subsidies to poor people as an excuse to set up a review of the company's records of utility shut-offs to heighten awareness of the problem.