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327405

May-2026

B.Sc. (VCMT) - IV SEMESTER

Communication, Mediation and Resolution

(AEC-102-V)

Time : 3 Hours] [Maximum Marks : 75

Instructions :

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*
4. *Ensure marking your attempts with correct Sr. no.*

PART – A

1. (a) Hasty generalizations. (1.5)

(b) Adaptability. (1.5)

(c) Identify the fallacy in this statement: "Everyone in class is buying this specific pen, so it must be the best pen ever made." (1.5)

(d) Why listening skills are considered the most important tool for a mediator? (1.5)

(e) Define what an offer and a counter-offer are in the context of a negotiation. (1.5)

(f) What is the primary difference between a Settlement and an Impasse? (1.5)

(g) Zero-Sum. (1.5)

(h) Win-Win Communication. (1.5)

(i) Divide and rule. (1.5)

(j) Importance of critical thinking. (1.5)

PART – B

2. (a) List the 7C's of Communication and explain how they are essential in the process of successful communication. (10)

(b) Define and provide original examples for Inductive and Deductive Reasoning. (5)

3. (a) Identify three common Communication Barriers and suggest one strategy to overcome each. (5)

(b) Explain the difference between Negotiation, Arbitration, and Mediation in dispute resolution. (10)

4. (a) You are mediating a small dispute over a shared office desk. Suggest two Creative Communicating ideas to help both parties feel satisfied. (7.5)

(b) Briefly explain why Root-cause analysis is more effective than just fixing a visible problem. (7.5)

5. (a) Discuss the importance of objectivity and Neutrality in a mediator's role. (5)

(b) Role-play a brief interaction where you use Collaboration instead of competition to resolve a disagreement over who speaks first in a presentation. (10)

6. (a) How do analysis and synthesis function as cognitive skills in problem-solving? (10)

(b) Briefly explain the following fallacies : Ad hominem, Straw man, and False dichotomy. (5)

7. (a) What is the role of Stress management in the process of conflict resolution? (7.5)

(b) Enlist some strategies for effective communication. (7.5)
