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- (v) Make the decision. What should Raghav do?  
(2)
- (vi) Evaluate your decision. Why do you think this is  
the best decision possible? (2)

(200)

Saturday Evening 11/5/2019

[This question paper contains 4 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 2664

(47)

Unique Paper Code : 61018614

Name of the Paper : Effective Decision Making

Name of the Course : **B.Voc.**

Semester : VI

Duration : 3 Hours

Maximum Marks : 75

**Instructions for Candidates**

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt **all** questions.
3. **All** questions carry equal marks.

1. What is decision making? Explain its importance. What are the bottlenecks in effective decision making?  
(5,5,5)

2. What do you mean by negotiations? Explain the various styles of negotiations with the help of examples.  
(5,10)

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OR

What is conflict management? With the help of diagram explain its process. (5,10)

3. Using examples explain all the skills necessary for decision making in the workplace. (15)

4. Write short notes on the following (any two): (7½,7½)

(i) Styles of Decision Making

(ii) Johari Windows

(iii) Tips for handling difficult situations

5. Case Study (15)

Raghav is fourteen and has taken piano lessons since he was five. He feels that he misses out on many fun activities because he has to practice everyday after school. He wants to quit piano lessons, but his mother will not allow him to; she says, "If you quit the piano now you'll be sorry when you get older." Raghav wants to quit anyway.

What other options could Raghav and his mother find? Is there a compromise that they can make to satisfy both of them?

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(i) Identify the problem. (2)

(ii) What choices do Raghav have? (3)

a.

b.

c.

d.

(iii) Gather information: What information should Raghav gather that would be helpful to know before making a decision? (3)

a.

b.

c.

(iv) Consider the outcome. What would be the results of the decision? (3)

a.

b.

c.

P.T.O.