



ICM

JUNE 2017

NEGOTIATION

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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- 1. Set out and review the tactics available for closing a deal and explain the circumstances in which EACH should be used. [20]
 - 2. Many frameworks have been developed for managing conflict. One such framework is the **dual concerns model**. Explain the model and analyse the strategies for conflict management which it sets out. [20]
 - 3. Analyse the main types of hardball tactics used in negotiations. [20]
 - 4. Assess the significance of interests and the types of interests in negotiations. [20]
 - 5. Review the strategies that can be used to elicit information from the opposing negotiator if they distrust you. [20]
 - 6. Analyse the direct and indirect ways in which goals affect negotiations. [20]
 - 7. Explain the TEN commonly recognised stages in planning a negotiation. [20]
 - 8. Review the ways in which a negotiator can deal with the use of deceptive tactics by the other party. [20]