



NEGOTIATION

Wednesday 7th December 2022

Time allowed

Three hours

Instructions

- Ensure that you pay particular attention to words in **bold**.
- Write the question number next to each answer in your answer booklet.
- You are **not** required to rewrite the question in your answer booklet.

Information

- Different questions may carry a different number of marks.
- Marks for each question are shown in [].

Advice

- Read each question carefully before you start to answer it.
- Use the full time permitted and check all your answers.

Materials

- Notes or books are **not** permitted.
- Non-programmable calculators are permitted.



ICM

ANSWER ANY FIVE QUESTIONS FROM THE FOLLOWING EIGHT QUESTIONS

1. Explain the way in which a chair can effectively manage multiparty negotiations. Use examples to support your explanation. [20 marks]
2. Describe the process that takes place at the planning stage of a negotiation. [20 marks]
3. Explain the ways in which reputations are created. Use examples to support your explanation. [20 marks]
4. Explain the ways a negotiator can effectively manage deceptive tactics used by others. Use examples to support your explanation. [20 marks]
5. Ben-Yoav and Pruitt's (1984) Dual Concerns Model is one strategy for managing conflict.
Discuss the model, including its strategy for conflict management in the context of negotiation. [20 marks]
6. (a) Explain what is meant by the term 'target point' in the context of negotiations. [4 marks]
(b) Explain **four** principles essential to setting a target point in a negotiation. [16 marks]
7. Evaluate **four** benefits of conflict to the negotiating process. Use examples to support your evaluation. [20 marks]
8. Describe the considerations for special communication considerations at the close of negotiations. [20 marks]

END OF QUESTIONS