

BINDURA UNIVERSITY OF SCIENCE EDUCATION
FACULTY OF COMMERCE
DEPARTMENT OF ECONOMICS

PROGRAMME: MASTER OF SCIENCE IN PURCHASING AND SUPPLY CHAIN
MANAGEMENT

EXAMINATIONS

COURSE: NEGOTIATION AND CONFLICT MANAGEMENT (SCM 503)

DURATION: 3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer question 1 and any three (3) questions in this paper.
2. Begin a new answer on a fresh page.
3. No cell phones are allowed in the examination room.

Question 1

'Negotiation has the potential to be a win-win process by which both parties cooperate to create a bigger, better outcome.'

Explain the main areas of the negotiation where cooperation may produce a better outcome for both parties.

Question 2

The negotiation process is characterised by extensive use of questions. Negotiators can use questions to manage difficult or stalled negotiations.

Explain the main types of manageable questions used to pry or lever a negotiation out of a breakdown or an apparent dead end. Support your answer with examples.

APR 2025

Question 3

Review the main sources of power in relation to the negotiating process. (25 marks)

Question 4

Successful negotiators tend to display a number of common characteristics and qualities.

Explain the generally recognised characteristics and qualities of successful integrative negotiators. (25 marks)

Question 5

Conflict can cause significant difficulties for the negotiating process and can have a range of dysfunctional consequences.

Discuss five conflict management strategies that can be used in the negotiating process.

(25 marks)

Question 6

Explain why location is such a critical factor in the negotiation process. Illustrate your answer with examples. (25 marks)

END OF PAPER