

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF ECONOMICS

**PROGRAMME: MASTER OF SCIENCE IN PURCHASING AND SUPPLY CHAIN
MANAGEMENT**

EXAMINATION

 **JUN 2023**

COURSE: NEGOTIATION AND CONFLICT MANAGEMENT (SCM 503)

DURATION: 3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. **Section A** is compulsory
2. Answer any three (3) questions in **Section B**.
2. Begin a new answer on a fresh page.
3. No cell phones are allowed in the examination room.

SECTION A: This section is compulsory.

Question 1

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

SECTION B: Answer any 3 questions in this section.

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. (25 marks)

Question 3

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

Discuss five conflict management strategies that can be used in the negotiating process. (25Marks)

Question 4

International negotiation is widely recognised as having many features which sets it apart from its domestic equivalent. Analyse the distinguishing features of international negotiations (25 marks)

Question 5

Explain with examples, circumstances when a distributive (win-lose) approach to a commercial negotiation may be appropriate. (25 marks)

Question 6

Contract negotiators need to demonstrate a wide range of skills in a negotiation. Body language, listening skills and questioning skills are just three attributes that they should focus on. Analyse each of these attributes, illustrating their use in negotiations.

(25Marks)

END OF EXAMINATION PAPER