



NEGOTIATION

September 2021

Time allowed

Three hours

Instructions

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

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. (a) Discuss **four** factors considered to be common features of all negotiations. [12 marks]
(b) Describe **four** factors that can create a competitive negotiating situation. [8 marks]
2. (a) Explain what is meant by conflict in the context of negotiations. [4 marks]
(b) Explain **eight** ways in which conflict can have a negative effect on the negotiating process. [16 marks]
3. Describe **five** tactics that can be used to close a deal. [20 marks]
4. (a) Evaluate the advantages and disadvantages of hardball tactics. [4 marks]
(b) Describe **eight** hardball tactics used by negotiators. [16 marks]
5. (a) State the **four** categories of interest. [4 marks]
(b) Discuss **six** characteristics of interests in negotiations. [16 marks]
6. Explain **five** ways in which types of goals influence the choice of negotiating strategy. [20 marks]
7. Explain **seven** reasons used to justify the use of deceptive tactics by a negotiator. [20 marks]
8. Describe the **ten** steps to follow when planning a negotiation strategy. [20 marks]

END OF QUESTIONS