

The Papua New Guinea University of Technology
DEPARTMENT OF COMMUNICATION AND DEVELOPMENT STUDIES
FIRST SEMESTER EXAMINATION- 2020

EXAMINATION TITLE: CONFLICT RESOLUTIONS & NEGOTIATION SKILLS
SUBJECT CODE: CD 211
DATE: 15TH JUNE, 2020
TIME: 12.50PM
VENUE: CDS 203, CDS 205 & CDS 207
TOTAL WEIGHTING: 40%
SUBJECT EXAMINER: MR GEORGE WRONDIMI

INSTRUCTIONS:

1. THERE ARE FOUR PARTS TO THIS EXAMINATION PAPER

PART A:	TRUE OR FALSE QUESTIONS:	20 MARKS
PART B:	MULTIPLE CHOICE QUESTIONS:	30 MARKS
PART C:	SHORT ANSWER QUESTIONS:	35 MARKS
PART D:	SHORT ESSAY QUESTIONS	15 MARKS

TOTAL = 100 MARKS

2. ALL ANSWERS MUST BE WRITTEN IN THE EXAMINATION BOOKLET PROVIDED.
3. NOTE THAT SPECIFIC INSTRUCTIONS ARE PROVIDED IN EACH SECTION.
4. MAKE SURE YOUR NAME AND ID # IS WRITTEN IN THE BOOKLET PROVIDED.

Part A: True or False Questions. Answer All Questions. And each question carries a value of four (4) marks

1. Negotiation is also about Giving and Taking **True or False**
 2. Reaching agreements on situations is not part of negotiation **True or False**
 3. Lowering Expectations is a popular negotiation tactic and solution **True or False**
 4. Delaying is not part of popular negotiation tactics **True or False**
 5. Turning weaknesses to strength is a feeling of being powerful **True or False**
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PART B: MULTIPLE CHOICE QUESTIONS: Answer all questions by choosing the correct answer. Each question carries a value of five (5) marks.

6. An important point in Listening Skills is that it;
 - a) Improves what you say and hear
 - b) Allows you to say as much as you can
 - c) Enables you to listen carefully to the client
 - d) Makes negotiations easier
7. Creating an empathy means to;
 - a) Cry with the client
 - b) Support the grieving party
 - c) Listen with head and heart
 - d) Giving more time to the parties involved
8. We create empathy by;
 - a) Asking more questions
 - b) Encouraging further elaboration & clarification
 - c) Providing conducive environment for negotiations
 - d) Providing quick solutions to the situation
9. One of the ten qualities of an effective negotiator is;
 - a) Finding solutions to the issues at hand
 - b) Taking risks
 - c) Making effective decisions
 - d) Asking the right questions
10. One of the Advantages of Team Negotiation is;

- a) Team work
- b) Consultation amongst the team members
- c) Avoid making quick decisions
- d) Check and balance

11. In your Negotiation Plan, which one of these is Not true;

- a) What concessions am I willing to make?
- b) What are my options?
- c) What are my strengths?
- d) What is the right way ahead?

PART C: SHORT ANSWER QUESTIONS: Answer All Questions. And each question carries a value of five (5) marks

12. List **three** of the five Common Strategies for Adversarial Negotiations

13. Under Strategy 1 (Give Satisfaction), there are four Strategies. List **two** of those strategies

14. Under Strategy 2 (Keep Your Mouth Shut), what does it mean when we say, **“It’s not necessary for you to disclose everything”**?

15. List **Five** of the eleven Rules involved in Adversarial Negotiation

16. What is the definition of Communication?

17. List five of the Ten Keys to Effective Listening

18. In Nonverbal Communication, how do we send messages?

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PART D: SHORT ESSAY QUESTIONS. Do ONLY THREE of the essay questions. Each question carries a value of five (5) marks.

19. In one page, discuss some of the Advantages and Disadvantages of Nonverbal Communication. Provide examples to support your discussions.

20. The capacity of an Information Channel is influenced by three main characteristics. List the three and discuss them in detail.

21. Under Strategy 4 of Making Concessions Smartly, one of its principles states that; **“It is not what concession we make but how we make them”**. In a Short essay form, discuss what that statement means to you.

22. Draw the Diagram of the Manager as the Information Nerve Centre

END OF THE EXAMS

!!!!!!!!!!GOOD LUCK!!!!!!!!!!!!!!