



(University of Choice)
**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

**SPECIAL/SUPPLEMENTARY UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FOR
FOURTH YEAR SECOND SEMESTER
BACHELOR OF SCIENCE IN CONFLICT RESOLUTION**

COURSE CODE: DPI 309

COURSE TITLE: NEGOTIATION AND MEDIATION SKILLS

DATE: 27/9/2019

TIME: 3 – 5PM

INSTRUCTIONS TO CANDIDATES

Answer question ONE (30 marks) and any other TWO questions (20 marks)

MMUST observes ZERO tolerance to examination cheating

1. a). Explain the main skills employed in mediation. (10 marks)
b). Discuss at least TWO theories explain the concept of negotiation. (20 marks)
2. Choose any one prominent personality and demonstrate how he/ she employed his/ her media skills in resolving the given conflict. (20 marks)
- 3 a) What is an impasse? (3 marks)
b). explain the main strategies used in resolving negotiation impasses. (17 marks)
4. Discuss the role of third party in mediation. (20 marks)
5. Highlight and discuss the major challenges confronted by mediators. (20 marks)
6. Explain the main phases employed in the mutual gains approach when resolving a conflict. (20 marks)