



MACHAKOS UNIVERSITY

University Examinations for 2016/2017 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS (MLOLONGO CAMPUS)

DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT
SCIENCES

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN
BUSINESS MANAGEMENT

BMS 424: NEGOTIATION SKILLS

DATE: 6/6/2017

TIME: 11:00 – 1:00 PM

INSTRUCTIONS.

Answer Question One and Any Other Two Questions.

QUESTION ONE (COMPULSORY) (30 MARKS)

- (a) Define the term Negotiation and discuss the phases involved in a Negotiation exercise? (5 marks)
- (b) Explain the tactics associated with collaborative approach to Negotiations? (5 marks)
- (c) Explain the tactics associated with distributive approach to negotiations? (5 marks)
- (d) Discuss COX models of supplier relationships (5 marks)
- (e) Discuss the importance of setting targets in supply chain negotiations? (5 marks)
- (f) All negotiations have common characteristics. Discuss? (5 marks)

QUESTION TWO (20 MARKS)

- (a) Under what conditions will it be unwise to enter into Negotiations with the other party? (10 marks)
- (b) Discuss the methods in which collaborative solutions can be reached. (10 marks)

QUESTION THREE (20 MARKS)

- (a) Discuss giving relevant examples the differences between Collaborative and Distributive approaches to Negotiations. (10 marks)

- (b) Discuss the importance of carrying out planning before getting into a negotiation process? (10 marks)

QUESTION FOUR (20 MARKS)

- (a) Define conflict and explain the benefits of conflicts in an organisation. (10 marks)
- (b) Discuss the risks associated with distributive negotiations? (10 marks)

QUESTION FIVE (20 MARKS)

- (a) Discuss the risks associated with collaborative negotiations? (10 marks)
- (b) Explain the strategies which can be used by an organisation to resolve conflicts associated with procurement (10 marks)