



**MURANG'A UNIVERSITY COLLEGE**  
**(A Constituent College of Jomo Kenyatta University of Agriculture and Technology)**  
**SCHOOL OF BUSINESS**

**HUMAN RESOURCE DEPARTMENT**

**2015/2016 ACADEMIC YEAR**

**THIRD YEAR FIRST SEMESTER ORDINARY EXAMINATIONS**  
**BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**HEH 2301: NETWORKING AND NEGOTIATIONS**

**TIME: 2 HOURS**

**DATE: 7-12-2015**

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**INSTRUCTIONS: Answer question 1 and any other two questions.**

**QUESTION ONE**

- a) The Shinerbrook Organisation has appointed you to lead in preparing its team as the HR expert in negotiations with the union in matters related to salaries. The Management has requested for a report to present to the Board of Directors for approval before the negotiations. Prepare the report using the following headings:- (30 Marks)
- i) Preparation and Checklist
  - ii) Phases of negotiations
  - iii) Do's and don't and Guidelines
  - iv) Power
  - v) Time
  - vi) Information

## **QUESTION TWO**

- a) Distinguish the soviet style (win/lose) from the Solomon style(win/win) of negotiations (10 Marks)
- b) 'Strategy is rarely changed but tactics are adjusted in negotiations' Discuss. (10 Marks)

## **QUESTION THREE**

Elaborate on collective bargaining in terms of :- (20 Marks)

- a) Good faith
- b) Team and items
- c) Stages
- d) Hints
- e) Third party involvement
- f) Other alternatives
- g) Strikes

## **QUESTION FOUR**

- a) Explain the problem of bargaining and problem solving (10 Marks)
- b) Discuss the features of negotiations. (10 Marks)