



MURANG'A UNIVERSITY COLLEGE

(A Constituent College of Jomo Kenyatta University of Agriculture and Technology)

SCHOOL OF BUSINESS

HUMAN RESOURCE DEPARTMENT

2014/2015 ACADEMIC YEAR

THIRD YEAR FIRST SEMESTER SPECIAL/SUPPLEMENTARY EXAMINATIONS

BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT

HEH 2301: NETWORKING AND NEGOTIATION TIME: 2 HOURS

INSTRUCTIONS: Answer question 1 and any other two questions.

QUESTION ONE

- a) Collective bargaining involves good faith, team and items, stages, hints, third party involvement, other alternatives and strikes. Discuss (20 Marks)
- b) Distinguish the soviet style (win/lose) from the Solomon style of negotiations (win/win) (10 Marks)

QUESTION TWO

- a) Discuss the three phases of negotiations. (10 Marks)
- b) Differentiate an Idea opponent from visceral opponent (4 Marks)
- c) Explain the dos and don'ts in negotiations (6 Marks)

QUESTION THREE

Elaborate on the importance of the following in negotiations

- a) Power (10 Marks)
- b) Time (5 Marks)
- c) Information (5 Marks)

QUESTION FOUR

- a) Discuss the qualities of a good negotiator (10 Marks)
- b) Explain the problem of bargaining and problem solving (10 Marks)

QUESTION FIVE

- a) Elaborate on the importance of the checklist in the preparation phase (10 Marks)
- b) Discuss the importance of strategy and tactics in negotiations. (10 Marks)