



ICM

SEPTEMBER 2015

NEGOTIATION

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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1. Overcoming culture shock is a challenge that every international negotiator is likely to encounter. Set out and review the strategies to overcome culture shock. [20]
 2. Building solid relationships provides a robust foundation for a successful negotiating process. Set out and explain the steps involved in building solid relationships. [20]
 3. 'The pace of negotiation and the emotional impact of the negotiating process can vary significantly between different parts of the world.' Discuss this comment. [20]
 4. Effective listening is a core skill that a good negotiator must have and display throughout the negotiating process. Analyse how a negotiator can develop and also display effective listening skills. [20]
 5. Negotiators must take great care when planning a negotiation if a successful outcome is to be achieved. Set out and analyse the stages involved in planning a negotiation. [20]
 6. Review how the emphasis on personal relationships and decision making in negotiations can differ between regions. [20]
 7. Research has identified a number of common stages through which the negotiating process tends to proceed. Review EACH of these stages. [20]
 8. Review the cultural factors that tend to affect negotiations in the United Kingdom. [20]