



ICM

MARCH 2017

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 []
1. Review the commonly recognised dysfunctional consequences of conflict in the negotiating process. [20]
 2. FOUR important tactical tasks must be undertaken to support a strategy of distributive bargaining. Analyse EACH of these tasks. [20]
 3. Hardball tactics are a common feature in negotiations. Review the approaches available to a negotiator for countering hardball tactics. [20]
 4. Set out and explain EACH of the key steps in the integrative negotiation process. [20]
 5. Set out the actions that should be considered in the planning process for a negotiation. [20]
 6. Some negotiators will use deceptive tactics in the negotiating process. Explain the motives for using deceptive tactics. [20]
 7. Identify and review the main cognitive biases typically seen in the negotiating process. [20]
 8. It is widely recognised that there are special communication considerations at the close of negotiations. Explain what these special communication considerations are. [20]