



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Faculty Name: Human Sciences

Department Name: Communication

QUALIFICATION: BACHELOR OF COMMUNICATION	
QUALIFICATION CODE: 07BACO	LEVEL: 7
COURSE: MEDIATION COMMUNICATION	COURSE CODE: MCM 721S
SESSION: JANUARY 2019	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 75

SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION	
EXAMINERS	MR E. Mushokabanji
MODERATOR	Dr. N. Masoud

THIS EXAMINATION QUESTION PAPER CONSISTS OF 2 PAGES
(Including this front page)

INSTRUCTIONS

1. Answer **ALL Questions.**
2. Write clearly and neatly.
3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination paper
2. Examination script

Question 1

[30]

Discuss the Five Phases of Mediation.

Question 2

(25)

Identify and discuss the importance of each communication tool in the mediation process.

Question 3

[20]

Discuss in detail the typical styles in conflict situation. Provide practical examples.

End of examination