



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

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

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINERS	Ms M. Ruben Mr E. Mushokabanji
MODERATOR	Dr N. Masoud

INSTRUCTIONS
<ol style="list-style-type: none">1. Question 1 is COMPULSORY.2. Answer ANY OTHER TWO questions.3. Write clearly and neatly.4. Number the answers clearly.

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

Question 1

A dispute over grazing land arose between established traditional communities in the western Kavango region and outsider pastoralists, cattle herders, mainly from the Ohangwena and Oshikoto regions. It was alleged that these owners and their herders entered a neighbouring traditional communal area to graze their large herds of cattle, despite the lack of authority to do so in terms of the local customary laws and the Communal Land Reform Act, 2002 (Act No.5 of 2002).

You were approached as a mediator to intervene and assist the parties in resolving the dispute. Discuss the steps you will take in preparation of this mediation process. **(35)**

Question 2

Define the following terms using relevant examples to support your answer.

(20)

- a) Mediation
- b) Litigation
- c) Conflict Analysis
- d) Violence

Question 3

(20)

- a) Mention and discuss the nine stages of conflict escalation proposed by Prof. Glasl?
- b) Indicate which conflict strategic intervention is suitable at each stage of conflict escalation in this model?

Question 4

In any organisation, conflicts can arise between co-workers, subordinates, managers or between employees and stakeholders, which can result in poor productivity, attrition or even violence in the workplace. Using any organisational conflict case of your choice, discuss how you will apply the ABC triangle to resolve the conflict.

(20)

[Total Marks: 75]

END OF EXAMINATION