



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF LANGUAGES AND COMMUNICATION

QUALIFICATION: BACHELOR OF COMMUNICATION	
QUALIFICATION CODE: 07 BCMM	LEVEL: 7
COURSE CODE: MCM721S	COURSE NAME: Mediation Communication
SESSION: January 2023	PAPER: Paper 2
TIME: 3 hours	MARKS: 75

SECOND OPPORTUNITY EXAMINATION	
EXAMINER(S)	Ms A. Tjiramanga
MODERATOR:	Dr Masoud

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Number the answers clearly

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

Question 1

(25 marks)

Complete the Summary about Types of conflict below.

Types of Conflict	
_____	conflict means ignoring it and acting as if nothing happened. Giving in
(_____)	is often very painful and can easily become _____
_____	. However, if we deal with it in a positive way, we can also _____
from it. _____	(win-lose) can give the winner _____ ,
but in the long-run it can cost us our _____	.
Compromising (½ win – ½ lose)	is a good attempt, but might leave _____
disappointed. There is a need to explore more _____	.
However, one positive aspect is that both parties value their relationship more than	_____.
Finally, in a _____	(win/win) situation, the two
parties seek to find a solution that meets everybody's needs. All involved feel _____,	
trust each other and have _____.	They are open to listen to each other, and
value unexpected and _____	solution.

Question 2

(25 marks)

Discuss the importance of actor mapping and guiding questions to elicit information from the conflicting parties. (approximately 500 word)

Question 3

(25 marks)

In an essay discuss conflict intervention strategies Process Consultation, Mediation and Conciliation. Provide examples/short scenarios where appropriate. (approximately 500 words)

Total: 75 marks