



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF COMMUNICATION AND LANGUAGES

QUALIFICATION: BACHELOR OF COMMUNICATION	
QUALIFICATION CODE: 07 BCMM	LEVEL: 7
COURSE CODE: MCM721S	COURSE NAME: Mediation Communication
SESSION: November 2024	PAPER: Paper 1
TIME: 3 hours	MARKS: 75

1st OPPORTUNITY EXAMINATION	
EXAMINER(S)	Ms A. Tjiramanga
MODERATOR:	Mr. I. Hamata

INSTRUCTIONS	
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)**

"An ounce of mediation is worth a pound of arbitration and a ton of litigation!" — Joseph Grynbaum.

Based on the quote, deliberate on the communication and meta skills of a good mediator explaining how these skills can promote a meaningful and long-lasting agreement.

Question 2**(25 marks)**

Discuss the significance of asking deepening and redirecting questions during the mediation and illustrate with examples (minimum of 4 examples each).

Question 3**(25 marks)**

Discuss the importance of the "Agreement and the way forward stage" in the mediation process by referring to the components.

Total: 75 marks