



**PAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**

**DEPARTMENT OF LANGUAGES AND COMMUNICATION**

<b>QUALIFICATION: BACHELOR OF COMMUNICATION</b>	
<b>QUALIFICATION CODE: 07 BCMM</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: MCM721S</b>	<b>COURSE NAME: Mediation Communication</b>
<b>SESSION: November 2022</b>	<b>PAPER: Paper 1</b>
<b>HOURS: 3 HOURS</b>	<b>MARKS: 75</b>

<b>FIRST OPPORTUNITY EXAMINATION</b>	
<b>EXAMINER(S)</b>	Ms A. Tjiramanga
<b>MODERATOR:</b>	Dr N. Masoud

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

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

**Question 1**

**(25 marks)**

Discuss the commonalities of the nine stages of Conflict escalation and provide the logical conclusion. Include brief examples in your essay.

**Question 2**

**(25 marks)**

Elaborate on the role of the mediator in the phases of the mediation process. Illustrate your essay with examples where appropriate.

**Question 3**

**(25 Marks)**

**Case study:**

Imagine you work for a Communication and Media company. There is a conflict between the employees in your Communication Department and your supervisor. The supervisor is mostly out of office, which means he is not available for signatures and other types of approvals. You and your colleagues are most of the time left to figure things out for yourselves or sometimes have to ask your supervisor or other people in management for guidance. As a result the work is not always done properly, as some colleagues have started to come late or are absent without calling in. Scheduled meetings with clients cannot be done successfully and they are getting impatient as work is being delayed. They threaten to cancel and look for another company.

Something has to be done. Suggest 2 types of conflict interventions which are suitable to be applied to resolve the problem. Describe how these interventions work. Provide reasons for your choice.

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**Total: 75 marks**