



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF COMMUNICATION AND LANGUAGES

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| QUALIFICATION: BACHELOR OF COMMUNICATION | |
| QUALIFICATION CODE: 07 BCMM | LEVEL: 7 |
| COURSE CODE: MCM721S | COURSE NAME: Mediation Communication |
| SESSION: November 2023 | PAPER: Paper 1 |
| TIME: 3 hours | MARKS: 75 |

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

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| 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 the five types of conflict below. You can complete the question on the question paper or write them in a list in your answer booklet.

| 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 significance of asking different types of questions during the mediation and illustrate with examples (minimum of 10 example questions).

Question 3

(25 marks)

Discuss the meaning and components of the "Agreement and the way forward stage" in the mediation process.

Total: 75 marks