



PAMIBIA 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: January 2024	PAPER: 2
HOURS: 3 HOURS	MARKS: 75

2nd OPPORTUNITY EXAMINATION	
EXAMINER(S)	Ms A. Tjiramanga
MODERATOR:	Mr. I. Hamata

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)

Describe a conflict between a colleague and a supervisor at the workplace using the 7 stages of Conflict. Number the stages.

Question 2

(25 marks)

Name and discuss the phases of the mediation process and the responsibilities of the mediator in each phase. Illustrate your essay with examples where appropriate.

Question 3

(25 Marks)

Case study:

Imagine you work in the communication/PR department of a large company. There is a conflict between two employees. One of the employees is mostly out of office, which means he is not available to participate in teamwork assignments. You and your colleagues are most of the time left to figure things out for yourselves and are overwhelmed with the tasks. As a result the work is not always done properly. Clients are getting impatient as work is being delayed. They threaten to cancel projects 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.

Total: 75 marks