Syrian Arab Republic

Damascus University

Open Learning Center

Small Business Management Program

تعاون E

Subject: Negotiation Management **Final Exam** Date: 13/03/2024 Time:

Answer the following Questions: **each one (25) mark**

1) Theorists differ on the question of how to categorize negotiation, in this context please compare structural approach with integrative approach

A: structural approaches to negotiations consider negotiated outcomes to be a function of the characteristics or structural features that define each particular negotiation. These characteristics may include features such as the number of parties and issues involved in the negotiation and the composition or relative power of the competing parties.

Integrative approach, in sharp contrast to distributive approaches, frames negotiations as interactions with win-win potential.

2) Regarding negotiation sub-process, discuss five out of the seven ways for handling what we call "framing problems"

(1)First, try to see the situation from your opponent's perspective.

(2)Second, don't deduce your opponent's intentions from your own fears.

(3) third, avoid blaming your opponent for the problem.

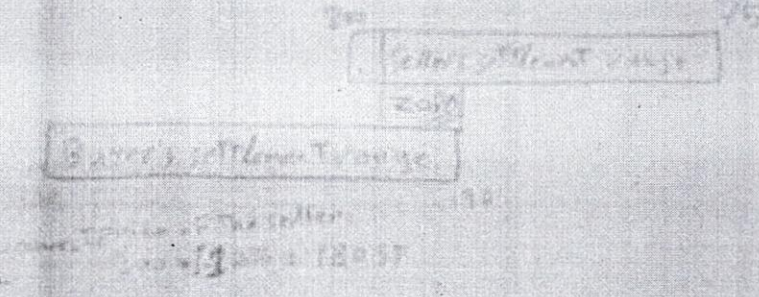
(4) Fourth, discuss each other's perceptions.

(5) Fifth, seek opportunities to act inconsistently with your opponent's misperceptions.

(6) Sixth, give your opponents a stake in the outcome.

(7) Seventh, make your proposals consistent with the principles and self-image of your opponent.

3) **Case Study**: Today you are graduating. Therefore, your friends and you wants to go shopping. You have earned this year 100 SP, and you are currently riding a bike that is worth 90 SP. You are thinking to replace it with a brand new one form the shop in the mall near your home. This shop is selling bikes starting from for 75 SP. Moreover, the one you desire is 200 SP. However, you have been informed that this shop is making offers for some bikes selling it for a 10% discount of its price. Did you believe there is a ZOPA? Draw a graph that explain that.



Yes, there is a ZOPA.

4) Choose the correct answer:

1) Classic examples for integrative negotiation: A. The sale of a car. B. Wage negotiation. **C. Trade union negotiation for wage.** D. All the above	2) One of the seven elements of negotiation: A. BATNA. B. **Interests**. C. WATNA. D. None of the above.
3) ..... is an expectation that the other party will act in a beneficial rather than exploitative way: A. Reciprocity. B. **Trust**. C. Powerful. D. None of the above.	4) A number of strategies and techniques exist in the use of dialogue to reframe: A. Increasing tension. **B. Perspective taking** C. A+B D. None of the above.
5) Types of negotiators: A. Seven. B. Four. **C. Three.** D. Two.	

End of Questions
Best Luck

Dr. Hassan ICHWANDA