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FACULTY OF SOCIAL AND MANAGEMENT SCIENCES
DEPARTMENT OF SOCIOLOGY/PSYCHOLOGY

2014/2015 HARMATTAN SEMESTER EXAMINATIONS
B.Sc INDUSTRIAL RELATIONS AND PERSONNEL MANAGEMENT PROGRAMME

COURSE CODE: IPM 403

COURSE TITLE: NEGOTIATION

INSTRUCTION: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

TIME ALLOWED: 2 HOURS

1. In what circumstance is negotiation an appropriate method of making decisions and why does persuasion work well and not coercion work well in conjunction with negotiation? [30 marks]

2. How does principled negotiation help in resolving problems in the workplace? [20 marks]

3. Identify any negotiable issue and explain the stages that would be exhausted before agreement is reached [20 marks]

4. Compare and contrast the following concepts of Industrial Relations

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|---------------------------|-----------|
| i. Negotiation | (8 marks) |
| ii. Collective bargaining | (6 marks) |
| iii. Joint consultation | (6 marks) |

[20 marks]

5. Distinguish between negotiable issues and non-negotiable issues and explain their stances in Industrial Relations [20 marks]