## Knowledge Questionnaire

1. List two reasons why managers need negotiation skills due to the changing nature of the workplace where democracy is becoming part of the daily workplace. (2)
2. Give three decisions that junior managers have to negotiate in the workplace. At least one decision must relate to annual leave. (3)
3. List and explain the steps in the negotiation process. (36)

**Prepare your proposal**

1. Give three reasons why negotiations fail and explain what you can do to ensure that the negotiations do not fail (6)
2. List and explain two skills needed by negotiators. (4)
3. At which stage of the negotiations would you need conflict handling skills? (1)
4. List three things you can do to delay negotiations. (3)
5. List three methods of breaking a deadlock. (3)
6. List and describe three closure methods. (6)