



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

PURCHASING AND SUPPLY

MODULE: Procurement Negotiation

PAPER NO: 543/23/M08

DURATION: 3 Hours

NOVEMBER / DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any five (5) questions.**
- 2. All questions carry equal marks.**

QUESTION 1

Identify and explain three (3) phases of negotiation process.

(20 marks)

QUESTION 2

Explain any four (4) personalities of negotiations and how they influence the desired negotiation outcome.

(20 marks)

QUESTION 3

Briefly explain five (5) importances of cultural dimensions in procurement negotiation.

(20 marks)

QUESTION 4

Using Thomas – Kilman's model of conflict management / handler styles any five (5) approaches to negotiation.

(20 marks)

QUESTION 5

Discuss any sources of power that can significantly impact on the negotiation process in procurement.

(20 marks)

QUESTION 6

Evaluate the Rapport Matrix by Reynolds in relationship building.

(20 marks)

QUESTION 7

Identify and explain any ten (10) questioning techniques that can be used in Procurement Negotiation.

(20 marks)

QUESTION 8

Explain five (5) benefits accrued by having BATNA in negotiation.

(20 marks)

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