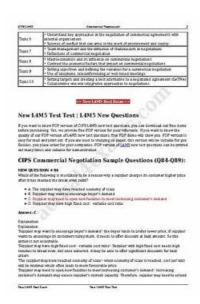
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CIPS Commercial Negotiation Sample Questions (Q263-Q268):

NEW QUESTION #263

A skilled negotiator will use a range of questioning techniques. If they wish to explore options with the other party without making any formal commitment, which style would they use?

- A. Leading
- B. Multiple
- C. Hypothetical
- D. Reflective

Answer: C

Explanation:

Hypothetical ("What if...") questions test possibilities and invite creative options without binding either side.

They help probe interests and packages while keeping commitment provisional.

Reference: CIPS L4M5 (2nd ed.), LO 3.2 - Questioning styles (open, probing, hypothetical) in persuasive negotiation.

NEW QUESTION # 264

In preparation for holding negotiation meetings with existing suppliers, category manager Stephen would like to appraise the bargaining strength of his organisation. Which of the following are examples of buyer power? Select TWO that apply:

- A. Suppliers are limited in number
- B. Collusion between competitor suppliers
- C. Buyer is large in size relative to suppliers
- D. High barriers of entry exist for new suppliers
- E. Ability to easily switch suppliers

Answer: C,E

NEW QUESTION # 265

Which of the following are types of non-verbal communication that could be used during a negotiation meeting? Select THREE that apply.

- A. Reference materials
- B. Hand gestures
- C. Eye contact
- D. Meeting location
- E. Facial expressions
- F. Room layout

Answer: B,C,E

Explanation:

Non-verbal communicationsignificantly affects the dynamics of negotiation. Hand gestures, eye contact, and facial expressionscan reinforce spoken words or contradict them. These elements can influence perception, trust, and the tone of the negotiation. "Non-verbal communication includes gestures, posture, eye contact, and facial expressions. These play a critical role in how messages are received and interpreted." (L4M5 Commercial Negotiation, 2nd edition, Section 3.3 - Verbal and Non-Verbal Communication Techniques)

NEW QUESTION # 266

Different types of relationships impact commercial negotiations. At a negotiation, which one of the following sources would help to support leverage for the buyer?

- A. Powerful colleagues
- B. Legitimate power
- C. Personality power
- D. Friends power

Answer: B

Explanation:

Legitimate power derives from formal authority or position, giving the buyer leverage in negotiations. This power type is more effective in establishing credibility and enforcing terms, as highlighted in CIPS's framework for negotiation power sources, unlike informal sources like personality or friendship.

NEW QUESTION #267

Which of the following is considered a weakness of a 'dealer' style negotiator?

- A. Focuses on the facts and not the people
- B. Very precise
- C. May be too assertive
- D. May shift position quickly

Answer: D

Explanation:

Explanation

A useful and simple shorthand for preferred negotiation styles is summarised by four simple descriptor:

'warm', 'tough', 'logical' and 'dealer', which can be applied to describe individuals' dominant preferred style in most circumstances.

Warm - a people person

Tough - a hard-nosed negotiator

Logic - a numbers person

Dealer - a trader who loves bargaining

Strengths, weaknesses of dealer style are described below:

Table Description automatically generated

Strengths	Weaknesses	How to deal with them
Builds relationships	Tends to neglect detail	Try to understand their underlying interests
Effective communicator	May shift position quickly	Summarise and test their understanding frequently
Listens to the other party	May be superficial in personal relationships	Trade concessions
Interrelates issues easily and makes quick decisions	Agreements made can be difficult to implement	Do not move too easily
Creative/sees opportunities	Tends to negle it iong- term goals Charter	Separate facts from assumptions

LO 2, AC 2.4

NEW QUESTION # 268

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