

ASSESSMENT # 2**Total Marks: 30**

Answer the following questions:

Q: 1: Short Questions.

(15)

- I. What is mediation?
- II. When is mediation effective?
- III. Describe the advantages and disadvantages of mediation in workplace.
- IV. How to make investigation plan to prevent workplace harassment?
- V. Describe the role of manager during the investigation.

Q: 2: Discuss the two types of mediators. Also describe their advantages and disadvantages.

(7)

Q: 3: What is mediation in conflict management? Describe the process of meditation.

(8)