

NATIONAL OPEN UNIVERSITY OF NIGERIA, LAGOS
91 Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja

FACULTY OF ARTS
January/February Examination 2018

COURSE CODE: CTH472

2017_2

COURSE TITLE: CONFLICT MANAGEMENT

TIME ALLOWED: 2 HOURS

INSTRUCTION: ANSWER QUESTION ONE AND ANY OTHER TWO

1. Discuss the positive role of communication in conflict management? (30 marks)
2. Using the information provided in your study material, explain the rules for resolving conflict among Christians. (20 marks)
3. Examine four major reasons for conflict (20 marks)
4. Distinguish between conflict style and family dispute. (20 marks)
5. Identify three major references in the First Gospel that are related to conflicts, including the nature of the conflicts and the parties involved. (20 marks)