

NATIONAL OPEN UNIVERSITY OF NIGERIA  
SCHOOL OF ARTS AND SOCIAL SCIENCES  
2012/2013 ACADEMIC SESSION

**End of Semester Examination**

**Programme: B. A. in Christian Theology**

**Course Code: CTH 472**

**2 Credit Units**

**Course Title: Conflict Management**

**Time Allowed: 2hrs**

**Date: Friday 25th January**

**Instruction:** Answer question one in **Section A** and any Two in **Section B** (Section A Carries 30 Marks, while Section B Carries 20 Marks each)

**SECTION A**

- 1(a) What is conflict management?  
(b) State the different approaches to conflict management.

**SECTION B**

2. Explain the differences between conflict management and conflict resolution.
3. Discuss the major ways a conflict can be managed in the church
4. What is the role of communication in conflict management?
5. Describe the rules for resolving conflict among Christian adherents.