



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**14/16 AHMADU BELLO WAY VICTORIA ISLAND**  
**LAGOS**

**OCTOBER 2013 EXAMINATIONS**  
**School of Arts and Social Sciences**

**Course Code: CTH472**

**Credit Units: 2 Credit Units**

**Course Title: Conflict Management**

**Time Allowed: 2hrs**

**Instruction: Answer question 1 and any other two.**

1. Discuss the causes of conflict and state the various approaches to conflict management.
2. State the role of communication in conflict management and explain the relationship between conflict management and conflict resolution.
- 3(a) List and discuss the nature and parties involved in any five examples of conflict in the Bible.  
  
(b) Explain the seven ways of managing conflict in the church.
- 4(a) Describe the rules for resolving conflict among Christians.  
  
(b) What are the common excuses why Christians fail to resolve conflict among them?
- 5(a) Discuss the relationship between conflict style and family dispute.  
  
(b) What are the recognizable phases of progressive conflict in the church?