



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
MARCH/APRIL 2016 EXAMINATION
SCHOOL OF ARTS AND SOCIAL SCIENCES

Course Code: CTH472

Course Title: Conflict Management

Time Allowed: 2 HOURS.

Instruction: Answer question ONE and any other TWO.

Question No. 1 (30 marks)

- a) Explain conflict management (18 marks).
- b) State the causes of conflict and various approaches to conflict management (10 marks).
Presentation = 2 marks

Question No. 2 (20 marks)

- a) State the role of communication in conflict management. (9 marks)
- b) Explain the relationships between conflict management and conflict resolution. (9 marks)
Presentation = 2 marks

Question No. 3 (20 marks)

- (a) Identify five scriptural texts that are connected with conflicts, the parties involved and the nature of the conflict. (10 marks)
- b) State seven ways of managing conflict in the church. (7 marks)
Presentation = 3 marks

Question No. 4

- a) Describe the rules for resolving conflict among Christians. (8 marks)
- b) Mention the common excuses why Christians fail to resolve conflict among themselves. (10 Marks)
Presentation = 2 marks

Question No. 5 (20 marks)

Discuss the relationship between conflict style and family dispute. (20 marks)