



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF ARTS AND SOCIAL SCIENCES
SEPTEMBER/OCTOBER 2015 EXAMINATION**

Course Code: CTH 472

Course Title: Conflict Management

2 Credit Units

Time Allowed: 2hrs

Instruction: Answer question 1 (30 marks) and any other two (20 marks each).

1. Discuss the causes of conflict and state the various approaches to conflict management (30 marks).
2. State the role of communication in conflict management and explain the relationship between conflict management and conflict resolution (20 marks).
- 3(a) List and discuss the nature and parties involved in any five examples of conflict in the Bible (10 marks).
- (b) Briefly explain the seven ways of managing conflict in the church (10 marks).
- 4(a) Describe the rules for resolving conflict among Christians (10 marks).
- (b) What are the common excuses why Christians fail to resolve conflict among them? (10 marks)
- 5(a) Briefly discuss the relationship between conflict style and family dispute (10 marks).
- (b) What are the recognizable phases of progressive conflict in the church? (10 marks)