



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF ARTS AND SOCIAL SCIENCES
MAY/JUNE 2012 EXAMINATION

Programme: B. A. Christian Theology

Course Code: CTH 472

2 Credit Units

Course Title: Conflict Management

Time Allowed: 2hrs

Instruction: Answer *all* questions in **section A** and any Two in **section B**.

SECTION A

1. Discuss the causes of conflict and state the various approaches to conflict management.

SECTION B

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?