



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**91 Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja**

**FACULTY OF ARTS<sup>1234</sup>**

**COURSE CODE: CRS472**

**COURSE TITLE: CONFLICT MANAGEMENT**

**CREDIT UNIT: 2**

**TIME ALLOWED: 2 HOURS**

**INSTRUCTION: ANSWER ONLY THREE QUESTIONS**

**each question carries equal marks (23 marks).**

1. a) From all the discussions generated in this course (CRS472), do you still think that communication has anything positive to offer to conflict management?  
b) Briefly discuss the rules for fair fighting in the face of conflict?
2. a) Using the information provided in your Self-Learning Material, discuss the basic rules for resolving conflict among Christians  
b. Briefly explain the following terms as means of managing conflicts: i) Conflict Mediation; ii) Conflict Prevention, iii) Conflict Management; iv Conflict Resolution; v) Conflict Transformation
3. Explain (a) the concept of conflict management and (b) the causes of conflict.
4. Discuss the relationship between conflict style and family dispute.