



NATIONAL OPEN UNIVERSITY OF NIGERIA, ABUJA

Faculty of Arts

University Village, Nnamdi Azikiwe Express Way,
Plot 91, Cadastral Zone, Jabi, Abuja
2020_2 Examination

Programme: B. A. Christian Religious Studies
Course Code: CRS 472 **Course Title:** Conflict Management
Credit Units: 2 Units **Time Allowed:** 3 hrs

Instruction to Candidates: Answer questions number ONE and any other TWO.

- I. Conflicts are not only as a result of personal misunderstanding between workers. The abuse of administrative action can lead equally to an unprecedented conflict within the workplace. Give at least 4 (four) actions that can lead to that.
(30marks)
- II. What do you understand by Interest-based Relational approach? Explain 6 (six) of such interest. (20marks)
- III. Analyze the role of any communication style in Conflict Management? (20marks)
- IV. Discuss the four (4) critical stages in the occurrences of Conflicts? (20marks)