



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2021\_2 EXAMINATION** 45678

**Course Code: BUS 811**

**Course Title: Diversity and Conflict Management**

**Credit Unit: 2**

**Instructions:** 1. Indicate your Matriculation Number clearly  
2. Attempt Question 1 and any other two (2) questions  
3. Question 1 is compulsory and carries 30 marks while the other 2 questions carry 20marks each  
4. Present all your points in coherent and orderly manner

**Time Allowed: 2 Hours**

- 1 (a) There is no one best way of managing a conflict in the workplace. Discuss fully. (15 marks)  
(b) Conflict is practically inevitable in any situation in which you have human elements interacting with one another. Discuss. (5 marks)  
(c) Using any ten related concepts show your understanding of workplace diversity. (10 marks)
- 2 (a) With the aid of suitable examples, provide adequate justification for your understanding of stages of the conflict development process. (10 marks)  
(b) Individuals respond to interpersonal conflicts in different ways. Comment freely to validate your understanding of this statement. (10 marks)
- 3 (a) Modes of responding to a conflict can be influenced by diverse factors. Provide adequate justification for this statement using relevant examples. (10 marks)  
(b) As an individual who is considering whether or not to engage in a conflict, what factors will inform your final decision? (10 marks)
- 4 (a) Using any five concepts in relevant examples, establish your knowledge of the modern conflict theories. (15 marks)  
(b) With the aid of any two theories, show your understanding of the conflict concept (5 marks)