



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

FACULTY OF ARTS

2021_2 EXAMINATION

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) Do you see any justification in this course (CRS472), all the efforts to make a distinction between conflict management and conflict resolution?
b) Explain the difference between conflict resolution and conflict transformation.
2. a) State seven ways of managing conflict in the church
b) Examine some of the common pretext of many Christians in confronting and resolving conflict in the church and the society?
3. a) What is the difference between conflict management and conflict prevention?
b) What are the contributions of the Thomas-Kilmann Styles to the development of conflict management theories?
4. You are asked to present a brief to your colleagues on the positive and negative elements of conflict.
What are the points you would wish to share with them?