



**NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2019_1 EXAMINATION**

COURSE CODE: BUS811

CREDIT UNIT: 2

COURSE TITLE: DIVERSITY & CONFLICT MANAGEMENT

TIME ALLOWED: 2HRS

INSTRUCTIONS:

- 1. Attempt Question One (1) and any other two (2) questions**
 - 2. Question 1 carries 30 marks, while the other questions carry 20 marks each**
 - 3. Present all points in coherent and orderly manner**
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1a. Discuss five (5) conflict response modes and skills that can be used in conflict management (15 marks)

b. List and discuss the gender diversity concepts (15 marks)

2a. Enumerate and discuss the four (4) characteristics of negotiation. (10 marks)

b. Certain skills are needed in the course of negotiation. Explain these skills. (10 marks)

3. According to Cox (1991) there are three (3) organisational types that focus on the development of cultural diversity. List and discuss (10 marks)

b. Explain the various dimensions of diversity. (10 marks)

4. Tatlic and Ozibilgion (2002) proposed three (3) approaches towards corporate diversity management. List and discuss these approaches. (20 marks)

5. Enumerate and briefly discuss the five (5) stages in conflict process. (20 marks)