



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
PLOT 91, CADASTRAL ZONE NNAMDI AZIKWE EXPRESS WAY JABI-ABUJA  
FACULTY OF MANAGEMENT SCIENCES  
JANUARY 2018 EXAMINATION QUESTIONS**

**Course Code: BUS 811**

**Credit 2 units**

**Course Title: DIVERSITY AND CONFLICT MANAGEMENT**

**Time Allowed: 2 hours**

**Instructions:**

- 1. Attempt question Number one (1) and any other two (2) questions**
- 2. Question number 1 is Compulsory and carries 30 marks, while the other two questions carries 20 marks each.**
- 3. Present all your points in coherent and orderly manner.**

- 1.(a) Discuss three approaches to managing workplace diversity as proposed by Tatlic and Ozibilgion(2002). 10 marks
- (b) Describe the Federal Character policy of the Nigerian government and explain its advantages and disadvantages. 10 marks
- (c) Differentiate between interest and position based negotiations 10 marks
- 2(a). Explain the limitations of Sharp's approach to conflict resolution. 10 marks
- (b). Differentiate between Arbitration and Mediation processes. 10 marks
3. (a ) Discuss in detail with examples two sociological perspectives of gender. 10 marks.
- (b).Describe the Nigerian Ombudsman system. 10 marks
4. Enumerate and discuss the five conflict response modes that can be used in conflict management. 20 marks
5. (a) Explain the following terms:
  - a. Gender
  - b. Affirmative action
  - c. Equal Employment Opportunity
  - d. Facilitative mediation styles20 marks