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

FACULTY OF ARTS January/February Examination 2018

COURSE CODE: CTH472 2017_2

COURSE TITLE: CONFLICT MANAGEMENT

TIME ALLOWED: 2 HOURS

INSTRUCTION: ANSWER QUESTION ONE AND ANY OTHER TWO

1. Discuss the positive role of communication in conflict management? (30 marks)

- 2. Using the information provided in your study material, explain the rules for resolving conflict among Christians. (20 marks
- 3. Examine four major reasons for conflict (20 marks)
- 4. Distinguish between conflict style and family dispute. (20 marks)
- 5. Identify three major references in the First Gospel that are related to conflicts, including the nature of the conflicts and the parties involved. (20 marks)