



**NATIONAL OPEN UNIVERISTY OF NIGERIA**  
**91 Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja**  
**FACULTY OF ARTS**  
**Department of Religious Studies**  
**2023\_1 POP EXAMINATION<sup>231</sup>**

**Programme:** MA in Christian Theology  
**Course Code:** CRS856  
**Course Title:** Conflict Management  
**Credit Unit:** 3  
**Time Allowed:** 3hrs  
**Instruction:** Answer Any Four Questions

1. Explain the type of conflicts that are based on location.
2. Examines five (5) causes of Conflict.
3. Expatiate on the four (4) Managerial actions that cause workplace conflicts.
4. Discuss five (5) Conflict stages and three post – conflict stages.
5. (a) Evaluate the five (5) styles of conflicts Management according to Thomas and Kilman.  
(b) Explain five (5) rules necessary for resolving conflicts with interest – based relational approach.