



NATIONAL OPEN UNIVERSITY OF NIGERIA, ABUJA

Faculty of Arts

University Village, Nnamdi Azikiwe Express Way,

Plot 91, Cadastral Zone, Jabi, Abuja

2023/2 EXAMINATIONS

Programme: B. A. Christian Religious Studies
Course Code: CRS 472 **Course Title:** Conflict Management
Credit Units: 2 Units **Time Allowed:** 3 hrs

Instruction to Candidates: Answer questions number ONE and any other TWO.

- I. Discuss the key points in Jesus' teaching on Conflict Management.
- II. Compare positive and negative outcomes of conflict.
- III. Discuss four types of managerial actions that cause conflict at the working place.
- IV. Discuss four types of conflicts based on location.