



NATIONAL OPEN UNIVERSITY OF NIGERIA
91 CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI –
ABUJA
FACULTY OF ARTS
DEPARTMENT OF RELIGIOUS STUDIES
2024_2 EXAMINATION.

Course Code: CRS472

Course Title: Conflict Management

Credit Unit: 2

Time Allowed: 2hrs

Instruction: **Answer any three questions from the following.**

1. Describe 7 factors that could influence conflict resolution.(40 min 23.3 marks)
2. Using the information provided in your Self-Learning Material, discuss three forms of conflict based on location of conflicts and two based on effects of conflicts (40 min 23.3 marks).
3. Explain three of the following bible passages as scriptural supports for conflict resolution (40 min 23.3 marks):
 - Exodus 20 verse 3
 - Psalms 37 verse 3 to 4
 - Matthew 7 verse 3
 - Romans 12 verse 17 to 19
4. What do you think that should be the attitude of a pastor in a troubled church? (40 min 23.3 marks)