



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91 CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI – ABUJA  
**FACULTY OF ARTS**  
**DEPARTMENT OF RELIGIOUS STUDIES**  
**2025\_2 EXAMINATIONS**

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**COURSE CODE: CRS471**  
**COURSE TITLE: CONFLICT MANAGEMENT**  
**CREDIT UNIT: 2**  
**TIME ALLOWED: 2 HOURS**  
**INSTRUCTION: ANSWER ANY THREE QUESTIONS**

- Question 1: Use a concrete example to explain the concept of intrapersonal conflict and its implications for personal decision-making. (23 marks)
- Question 2: Examine the five conflict styles identified by Thomas and Kilmann, providing examples of situations where each style would be most and least effective. (23 marks)
- Question 3: a) State the importance of approaching a sinning brother with love and humility. b) How does this approach align with biblical teachings. c) What are the potential consequences of neglecting this principle? (23 marks)
- Question 4: Discuss the significance of Apostle Paul's prayer in 1 Thessalonians 5:23 for holistic conflict resolution in the church. How does this prayer inform strategies for addressing emotional and psychological aspects of conflict? (23 marks)