



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91 CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI – ABUJA  
**FACULTY OF ARTS**  
**DEPARTMENT OF RELIGIOUS STUDIES**  
**2025\_1 EXAMINATION...**

**COURSE CODE:** CRS472  
**COURSE TITLE:** CONFLICT MANAGEMENT  
**CREDIT UNIT:** 2  
**TIME ALLOWED:** 2 HOURS  
**INSTRUCTION:** ANSWER ANY THREE QUESTIONS

- Question 1: Explain how resource misalignment contributes to conflict within an organization. Propose strategies to manage and resolve these conflicts effectively. (23 marks)
- Question 2: Discuss the concept of conflict desensitisation in church settings. How can leaders effectively implement desensitization strategies to manage conflict? Provide practical examples. (23 marks)
- Question 3: What are the types of conflict that commonly occur in academic settings. Propose strategies for managing these conflicts effectively. (23 marks)
- Question 4: What is meant by seeking divine perspective can transform the approach to resolving conflicts in a university setting? Provide and explain 2 biblical references relevant to the divine perspective. (23 marks)