



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)