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SCHOOL OF ARTS AND HUMANITIES

EDUCATION DEPARTMENT

AUGUST 2017 (SCHOOL BASED PROGRAMME)

DIPLOMA IN EDUCATION MANAGEMENT

DEM 211: CONFLICT MANAGEMENT AND RESOLUTION

FINAL EXAM

TIME 2HOURS

INSTRUCTIONS:

1. Question ONE is Compulsory.
2. Answer any other TWO questions from the options provided.
3. Please write legibly.
4. Any form of cheating will lead to immediate dismissal from exam room and eventually a failing grade.
5. Follow the instructions carefully.

1 (a) Citing examples describe the following;

1. Interpersonal Conflict (4 marks)
2. Intergroup Conflict (4 marks)

(b) Explain any five causes of conflict (10 marks)

(c) Expound any six functions of conflict (12 marks)

2 (a) Citing examples explain the following;

1. Peace making (4 marks)
2. Peace keeping (4 marks)
3. Peace building (4 marks)
4. State building (4 marks)

(b) Citing an example illustrate the concept conflict resolution (4 marks)

3 (a) Discuss four tips for managing and Resolving Conflict (8 marks)

(b) Analyze The Thomas Kilmann Model of conflict resolution. (12 marks)

4 (a) Citing examplesexplain the Conflict Resolution Models for Teachers (12 marks)

(b) Mediation helps stakeholders discuss issues, repair past injuries, and develop tools required to deal with disagreement effectively. Analyze how the Mediators facilitate this process (8 marks)

5.(a) Discuss any four ways on how you are supposed to handle an angry person (8 marks)

(b) Analyze any four approaches that can be used to deal with the conflict (12 marks)