

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**CHUKA/EMBU**

**EXAMINATION FOR THE AWARD OF CERTIFICATE IN LEADERSHIP**

**LAPA 00253: MANAGING CONFLICTS IN PUBLIC AFFAIRS**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 30/03/2021**

**11.30 A.M – 1.30 P.M**

**INSTRUCTIONS:**

**Answer questions one and any other two**

1. (a) Explain the following terms;

(i) Coalition	[2 marks]
(ii) Management	[2 marks]
(iii) Conflict	[2 marks]
(iv) Leadership	[2 marks]
(v) Crisis	[2 marks]

(b) Discuss four factors that cause conflicts in an organization. [20 marks]
  2. Explain the importance of building sustainable coalitions in our contemporary society. [20 marks]
  3. Discuss various ways in which negotiations can be effectively be in conflict management. [20 marks]
  4. (a) Explain the structures of negotiation in conflict management. [10 marks]  
(b) Discuss various types of conflicts. [10 marks]
  5. How does self-awareness enhance the skills of managing a crisis. [20 marks]
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