

CHUKA



UNIVERSITY

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**EXAMINATION FOR THE AWARD OF DIPLOMA IN
LEADERSHIP AND PUBLIC ADMINISTRATION**

LAPA 0253: MANAGING CONFLICTS IN PUBLIC AFFAIRS

STREAMS: (DIPLOMA) Y2 S1

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 31/3/2021

2.30 PM – 4.30 PM

INSTRUCTIONS:

- Answer Question ONE and any other Two.

QUESTION TWO

- a) Explain the importance of consensus in conflict management while protecting advancing the leadership. [8 Marks]
- b) Identify and explain the main types of conflicts in the work place. [12 Marks]
- c) Organization conflicts can be functional or dysfunctional DISCSS. [10 Marks]

QUESTION TWO

- a) Discuss the main role of self-awareness as a means of managing crises. [10 Marks]
- b) Describe the steps involved in conflict resolutions. [10 Marks]

QUESTION THREE

- a) Discuss the five main strategies of conflict resolution. [10 Marks]
- b) Identify the differences between negotiations and conflicts management. [10 Marks]

QUESTION FOUR

- a) Describe the consequences of unresolved conflicts in the workplace. [10 Marks]
- b) Explain the roles of leadership in resolving conflicts in the workplace. [10 Marks]

QUESTION FIVE

- a) Define empowerment and recognition and explain how the two can be used by leaders to manage conflicts. [12 Marks]
- b) Discuss strategies the president can use to resolve the current political conflicts in Kenya. [8 Marks]

