

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMMUNITY DEVELOPMENT

CDEV 00130: PRINCIPLES OF CONFLICT MANAGEMENT

STREAMS: CERT (COM DEV) Y1S3

TIME: 2 HOURS

DAY/DATE: TUESDAY 13 /07/ 2021

2.30 PM – 4.30 PM

INSTRUCTIONS:

- Answer question one and any other two questions.

- a) Using examples differentiate between mediation and negotiation. [6 Marks]
 - b) Using relevant examples, Define the following terms. [10 Marks]
 - i. Conflict
 - ii. Conflict resolution
 - iii. Mediation
 - iv. Negotiation
 - v. Litigation
 - c) Explain the **seven** steps of conflict resolution. [14 Marks]
- a) Explain using examples, the causes of conflict in your local community. [10 Marks]
 - b) Examine the analytical tools used in conflict resolution by leaders in our contemporary society. [10 Marks]
- a) Use examples to explain any **five** positive outcomes of conflicts in groups. [10 Marks]
 - b) Explain any **three** categories of parties that be may involved in a conflicts between your County and your neighbouring County. [6 Marks]

- c) Explain any **two** creative ways one may employ in solving conflicts in our contemporary society. [4 Marks]
4. Use examples to explain the consequences of ethnic conflicts in Kenya. [20 Marks]
5. a) Discuss steps managers can appropriately take to manage and resolve workplace conflicts. [10 Marks]
- b) Managing conflict in our contemporary society may be faced by a myriad of challenges. Use relevant examples to explain any **five** challenges experienced in conflict management. [10 Marks]
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