

CDEV 00130

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF CERTIFICATE
IN COMMUNITY DEVELOPMENT

CDEV 00130: PRINCIPLES OF CONFLICT MANAGEMENT

STREAMS: CERT. CDEV

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 07/8/2019

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS: Answer question ONE and any other TWO questions

1. (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]
2. (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]
3. (a) Use examples, to explain any **five** positive outcomes of conflicts in groups [10 marks]
- (b) Explain any **three** categories of parties that may involve in a conflict between your county and your neighboring county [6 marks]
- (c) Explain any **two** creative ways one may employ in solving conflicts in our contemporary society [4 marks]

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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 experience in conflict management. [10 marks]
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