

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EMBU CAMPUS

THIRD YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF ARTS IN COMMUNITY DEVELOPMENT

CDEV 326: CONFLICT MANAGEMENT IN THE COMMUNITY

STREAMS: B.Sc - COM. DEV Y3S1

TIME: 2 HOURS

DAY/DATE: THURSDAY 7/12/2017

8.30 A.M - 10.30 A.M.

INSTRUCTIONS:

- Answer Question ONE and any other TWO

QUESTION ONE

- (a) Critically describe the five stages through which conflict develops. [15 Marks]
- (b) Using relevant examples, distinguish the different schools of thought on conflict. [15 Marks]

QUESTION TWO

State and discuss at least five methods of conflict resolution. [20 Marks]

QUESTION THREE

Explain at least ten (10) reasons to why people choose to negotiate and ten (10) reasons why people refuse to negotiate. [20 Marks]

QUESTION FOUR

Discuss the key principles of negotiation in conflict management. [20 Marks]

QUESTION FIVE

State and explain the possible steps in a mediation process. [20 Marks]

QUESTION SIX

Identify and discuss the basic elements of negotiation. [20 Marks]

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