

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF CERTIFICATE IN

LAPA 00253: MANAGING CONFLICTS IN PUBLIC AFFAIRS

STREAMS: CERT.

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 08/04/2020

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

- **Answer question one and any other two.**

- Define the term conflict and explain causes of conflict in the work place. (15 marks)
 - Discuss the various ways of managing conflict in the work place. (15 marks)
 - Citing examples, discuss the characteristics of a coalition. (10 marks)
 - Discuss the various ways of convening a successful coalition. (10 marks)
 - Discuss five types of conflicts. (10 marks)
 - Examine the leadership skills managers require in order to deal with crisis. (10 marks)
 - Explain the meaning of consensus building. (4 marks)
 - Discuss any eight examples of consensus building strategies. (16 marks)
 - Discuss the following conflict analysis tools:
 - Conflict wheel (4 marks)
 - Conflict Tree (4 marks)
 - Conflict Mapping (4 marks)
 - Needs-Fears Mapping (4 marks)
 - Multi-causal Role Model (4 marks)
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