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UNIVERSITY



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**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF
PROJECT PLANNING AND MANAGEMENT**

PPMA 121: CONFLICT ANALYSIS AND RESOLUTION IN PROJECTS

STREAMS: PPMA (ODEL)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 07/08/2024

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS

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

1. a) Define the following terms as used in conflict management. (10 marks)

- Conflict
- Violence
- Conflict management
- Conflict resolution
- Peace

b). State and explain the various types of conflicts experienced in organizations. (10 marks)

c). Discuss any five dimensions of conflict. (10 marks)

2. You are the project Manager in a team implementing a water project. You have noticed tension building in your staff due to certain conflicts. Using relevant examples discuss five conflict resolution strategies that you can use to resolve the conflicts. (20 marks)

3. a) Explain using examples, the causes of workplace conflicts. (10 marks)

b) State and explain tips / guidelines for managing and resolving conflicts in groups (10 marks)

4. a) Write short notes on conflict theory (10 marks)
b) Discuss the dimensions of violence (10 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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