

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DIPLOMA IN HUMAN RESOURCE
MANAGEMENT**

DHRM 0211: CONFLICT MANAGEMENT

STREAMS: DHRM (ODEL)

TIME: 2 HOURS

DAY/DATE: MONDAY 14/04/2025

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS

- Answer question one and any other two

Question one

- Explain the meaning of the concept of conflict management and set out the key characteristics of conflict (10 marks)
- Explain the types of conflict found in education institutions. (10 marks)
- Explain the symptoms which can inform you of existence of conflict in an organization (10 marks)

Question two

- Discuss the positive and negative consequences of conflict (16 marks)
- Explain the conditions under which compromising conflict resolution strategy is likely to yield positive results (4 marks)

Question three

- Explain the skills that an effective mediator should possess (10 marks)
- Outline the benefits of mediation as a conflict resolution strategy (10 marks)

Question four

- a) Explain the process that should be followed in conflict resolution (8 marks)
 - b) Discuss the strategies that should be adopted for a successful conflict management process (12 marks)
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