



NATIONAL OPEN UNIVERSITY OF NIGERIA
91 Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja
FACULTY OF ARTS
Department of Religious Studies
2023_1 POP EXAMINATION²³¹

Programme: MA in Christian Theology
Course Code: CRS856
Course Title: Conflict Management
Credit Unit: 3
Time Allowed: 3hrs
Instruction: Answer Any Four Questions

1. Explain the type of conflicts that are based on location.
2. Examines five (5) causes of Conflict.
3. Expatriate on the four (4) Managerial actions that cause workplace conflicts.
4. Discuss five (5) Conflict stages and three post – conflict stages.
5. (a) Evaluate the five (5) styles of conflicts Management according to Thomas and Kilman.
(b) Explain five (5) rules necessary for resolving conflicts with interest – based relational approach.