



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

MAIN EXAMINATION

MAY – JULY 2018 TRIMESTER

FACULTY OF ARTS AND SOCIAL SCIENCES

DEPARTMENT OF DEVELOPMENT STUDIES

REGULAR PROGRAMME

SDS 214: CONFLICT RESOLUTION AND MANAGEMENT

Date: JULY 2018

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

Q1. a) Explain the following concepts:

- i) Assertiveness (2 Marks)
- ii) Management (2 Marks)
- iii) Resolution (2 Marks)
- iv) Reconciliation (2 Marks)

b) Present a practical example of Mediation process as third party in conflict. (12 marks)

c) Describe gender dimension of conflict in your community. (10 Marks)

Q2. a) Clearly state and discuss stages of Negotiation. (10 Marks)

b) State and explain three particular courses of conflict between states. (10 Marks)

Q3. Write short notes on the following terminologies:

- i) Avoiding (5 Marks)
- ii) Conflict resolution (5 Marks)
- iii) Accommodating (5 Marks)
- iv) Competing (5 Marks)

Q4. a) Discuss the role of four various actors in the process of conflict resolution. (10 Marks)

b) Explain the importance of assertiveness in any conflict. (10 Marks)

- Q5. a) Discuss how you can overcome institutional conflicts at workplace (10 Marks)
- b) Highlight three causes of conflict among young people. (10 Marks)

END