NATIONAL OPEN UNIVERSITY OF NIGERIA

SCHOOL OF ARTS AND SOCIAL SCIENCES

2012/2013 ACADEMIC SESSION

**End of Semester Examination**

**Programme: B. A. in Christian Theology**

**Course Code: CTH 472 2 Credit Units**

**Course Title: Conflict Management**

**Time Allowed:** 2hrs

**Date: Friday 25th January**

**Instruction:** Answer question one in **Section A** and any Two in **Section B** (Section A Carries 30 Marks, while Section B Carries 20 Marks each)

**SECTION A**

1(a) What is conflict management?

(b) State the different approaches to conflict management.

**SECTION B**

1. Explain the differences between conflict management and conflict resolution.
2. Discuss the major ways a conflict can be managed in the church
3. What is the role of communication in conflict management?
4. Describe the rules for resolving conflict among Christian adherents.