



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2020_1 EXAMINATION

Course Code: BUS 811

Credit Unit: 2

Course Title: DIVERSITY AND CONFLICT MANAGEMENT

Instructions: 1. Indicate your Matriculation Number clearly

2. Attempt Question 1 and any other two (2) questions

3. Question 1 is compulsory and carries 30 marks while the other 2 questions carry 20marks each

4. Present all your points in coherent and orderly manner

Time Allowed: 2 Hours

1a. Discuss any five of the concepts that explain the various forms of gender diversity. **(10marks)**

1b. Explain the five Principles of Feminism and relate the feminism principles to the development of women in Nigeria. **(10marks)**

1c. What are the Challenges to Diversity Management? **(10marks)**

2a. Tatlic and Ozibilgion (2002) proposed three approaches towards corporate diversity management. List and discuss these approaches. **(12marks)**

2b . What are the various sources of conflicts in an organization? **(8marks)**

3a. Sociologists have proposed four perspectives towards understanding how and why there are social distinctions of men and women roles in societies. Discuss these four perspectives. **(12marks)**

3b. Conflict is not a static situation but is described as cyclical with regards to its intensity level. In a very convincing manner, discuss the conflict cycle. **(8marks)**

4a. Enumerate and discuss the four characteristics of negotiation. **(16marks)**

4b. Certain skills are needed in the course of negotiation. What are these skills. **(4marks)**

5a. What are the six questions to be considered when you are deciding whether or not to engage in a conflict? **(12marks)**

5b. Describe mediation from the perspective of the objectives they seek to attain **(8marks)**