



NATIONAL OPEN UNIVERSITY OF NIGERIA
91 CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI –
ABUJA
FACULTY OF ARTS
DEPARTMENT OF RELIGIOUS STUDIES
2024 1 EXAMINATION

Course Code: CRS472

Course Title: Conflict Management

Credit Unit: 2

Time Allowed: 2hrs

Instruction: Answer any three questions from the following.

1. Explain five sources(causes) of conflict. (40 min 23.3 marks)
2. How would you advise the Church management on how to reduce conflict in the Parish office? (40 min 23.3 marks)
3. Discuss the two concepts of stages conflict management associated with the apostles (40 min 23.3 marks)
4. Demonstrate five effective practical ways of resolving conflicts in the Church. (40 min 23.3 marks)