



NATIONAL OPEN UNIVERSITY OF NIGERIA, ABUJA
Faculty of Arts
University Village, Nnamdi Azikiwe Express Way,
Plot 91, Cadastral Zone, Jabi, Abuja
2020_1 EXAMINATION

Programme: B. A. Christian Religious Studies
Course Code: CRS 472 **Course Title: Conflict Management**
Credit Units: 2 Units **Time Allowed: 3 hrs**

Instruction to Candidates: Answer questions number ONE and any other TWO.

- I. Discuss four types of managerial actions that cause conflict at the working place.
- II. Discuss four types of conflicts based on location.
- III. Explain basic sources of human conflicts.
- IV. Analyze four stages of conflicts.