



**FACULTY: HUMANITIES
DEPARTMENT: HISTORY AND INTERNATIONAL RELATIONS
FIRST SEMESTER EXAMINATIONS
2017/2018 ACADEMIC SESSION**

COURSE CODE: IRS 315

COURSE TITLE: CONFLICT MANAGEMENT

2 Units

DURATION: 2 Hours 30 Minutes

HOD's SIGNATURE

INSTRUCTION: Answer any THREE Questions. All questions carry equal marks. Legibility of writing and clarity of expression will be an advantage

Question No.		Total Mark
1	a) Most conflicts are the result of poor communication. Discuss 10 Marks b) How important is the manner of communication to conflict resolution? 10 Marks	20
2	Conflict is not bad but a necessary tool for the development of a society. Discuss	20
3	Examine three (3) basic techniques to conflict management. Do you agree that the problem solving technique is the most reliable to conflict management?	20
4	Examine the notion that conflict management styles are very important to the determination of conflict outcome?	20
5.	Discuss this assertion that Peacekeeping and peace-building leads to conflict transformation.	20