



SCHOOL OF PROFESSIONAL STUDIES
BACHELOR OF COMMUNITY DEVELOPMENT
UNIT CODE/NAME: BCD 324: CONFLICT RESOLUTION AND
NEGOTIATION

January – April 2018/2019 End Semester Exam - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO questions.

QUESTION ONE

- a) Define the following concepts, giving a relevant example for each;
 - i) Violence (2 Marks)
 - ii) Post-conflict trauma (2 Marks)
 - iii) Intrapersonal conflict (2 Marks)
 - iv) Brainstorming (2 Marks)
 - v) *Catharsis* (2 Marks)
- b) Analyze the concept of conflict (10 Marks)
- c) Discuss why a scientific study of conflicts is worthwhile. (10 Marks)

QUESTION TWO

- a) List six countries that are experiencing conflicts (6 Marks)
- b) Discuss three causes of conflicts in Africa (9 Marks)

QUESTION THREE

- a) Assess the significance of conflicts in human relationships (6 Marks)
- b) Explain three unhealthy ways of responding to conflicts (9 Marks)

QUESTION FOUR

- a) Describe three levels of conflict resolution (9 Marks)
- b) Explain two characteristics of a good mediator (6 Marks)

QUESTION FIVE

- a) Discuss the relationship that exists between poor communication and conflict (6 Marks)
- b) With the aid of a diagram, demonstrate the process of effective communication (9 Marks)