

QUESTION 1

- a) Communication is key to conflict prevention, resolution and reduction .Discuss the significance of communication in such and how you would ensure effective communication in your organization (15 marks)
- b) Define the term negotiation and explain the different strategies employed in negotiation (10 marks)

QUESTION 2

Conflicts are inevitable in any given society .Citing relevant examples, discuss the workplace impacts of conflict that can be realized in any given organization.(15 marks)

QUESTION3

- a) Distinguish between interpersonal and intrapersonal conflicts in an organization (5marks)
- b) Giving relevant illustration ,discuss sources of conflicts in an organization(10 marks)

QUESTION 4

- (a)Distinguish between functional and dysfunctional conflicts (5 marks)
- (b)What are pros and cons of dysfunctional conflicts?(marks).

QUESTION 5

Discuss several techniques that one can employ as a manager to manage and resolve conflicts in an organization.(15 marks)

Define the term “Third party conflict resolution “ and briefly discuss the process employed in the third_party conflict resolution.(15 marks)