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)