



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF ARTS HUMANITIES, SOCIAL SCIENCES AND
CREATIVE INDUSTRIES**

DIPLOMA IN CRIMINOLOGY.

**COURSE CODE : DCR 215
COURSE TITLE : CONFLICT MANAGEMENT AND
RESOLUTION.**

DATE: 14TH DECEMBER, 2022

TIME: 0830-1030

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other TWO questions

This paper consists of TWO printed pages. Please turn over.

QUESTION ONE

- a) Discuss the key common conflict management styles used in organization management. **(10 marks)**
- b) Discuss the fundamental best practices to manage conflict as done in management of organizations. **(10marks)**
- c) Describe some tips you can use when faced with employees who can't resolve their own conflicts. **(10 marks)**

QUESTION TWO

- a) Discuss the most common cognitive errors that lead to unproductive or unresolved conflict. **(10 marks)**
- b) Discuss the Conflict resolution techniques commonly used in conflict resolution situations. **(10 marks)**

QUESTION THREE

- a) Explain the benefits of conflict resolution to the growth and development of an organization. **(10 marks)**
- b) Discuss the Common causes of conflict at work place within an organization. **(10 marks)**

QUESTION FOUR

- a) Discuss the tips that are employed by leaders for managing conflict in an organization. **(10 marks)**
- b) Discuss the key steps may be helpful in reaching agreement between and among parties in a dispute. **(10 marks)**

QUESTION FIVE

- a) Discuss the examples of emotional regulation skills as practiced in the management. **(10 marks)**
- b) Explain some examples of active listening skills that helps in proper leadership. **(10 marks)**

///END///