



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: 17/4/2023

TIME: 1430-1630

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 steps to effective conflict management in organization management. **(10 marks)**
- b) Discuss the Essential skills for managers in an organization that seeks development. **(10 marks)**
- c) Discuss the types of Conflict that are inevitable within the organization environment. **(10 marks)**

QUESTION TWO

- a) Discuss the Interpersonal Management Roles that enhances conflict resolution. **(10 marks)**
- b) Discuss the Conflict management skills for managers in an organization. **(10 marks)**

QUESTION THREE

- a) A manager should take actions to minimize conflicts in an organization. Discuss. **(10marks)**
- b) Discuss the factors affecting Conflict Styles used in solving conflicts at work place within an organization. **(10 marks)**

QUESTION FOUR

- a) Discuss the believed Causes of Conflict in an organization. **(10 marks)**
- b) Discuss the Consequences of Conflict among parties in a dispute. **(10 marks)**

QUESTION FIVE

- a) Discuss the Methods and Approaches to apply in the Office to ensure reduced conflict in an organization. **(10 marks)**
- b) Explain some Conflict Resolution Skills used in organization management. **(10 marks)**

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