



SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF PSYCHOLOGY

**END OF SEMESTER EXAMINATION FOR THE MASTER OF ARTS IN COUNSELING
PSYCHOLOGY**

JAN-APRIL 2022 TRIMESTER

CAMPUS: ONLINE EXMINATION

COURSE CODE: COU 4123: CONFLICT RESOLUTION AND MEDIATION

EXAM DATE: 6th April 2022

DURATION: 3 HOURS

TIME: 6-9 PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your STUDENT NUMBER in the Answer Booklet given
- This Exam has TWO SECTIONS
- **SECTION ONE** is Compulsory.
- **SECTION TWO** *Choose Any Two Questions*
- *Write clearly and legibly.*

SECTION A (COMPULSORY)

Question one

- a) Explain any one way you would deal with self-disclosure in mediation. (2 marks)
- b) Explain one primary aspects of the conflict triangle. (2 Marks)
- c) Analyze any two ways of structuring issues for discussion in a dispute. (4 Marks)
- d) Explain two causes of relationship conflicts. (4 Marks)
- e) Conflicts are inevitable in life. Analyze any two benefits of conflicts. (4 marks)
- f) Account for two ways of persuading people to come to an agreement in dispute resolution. (2 Marks)

Question two

- a) Explain any three advantages of using mediation to resolve conflicts. (6 Marks)
- b) You have been appointed as a mediator to resolve a land dispute between two neighbors through an informal process. Analyze any two steps that you would consider during the scheduled meeting. (4 Marks)

Question three

- a) Identify any three personality traits and the role they play in mediation. (6 marks)
- b) Describe any two components in an opening statement during mediation proceeding. (4 Marks)

Question four

- a) Analyze any three strategies of solving structural conflicts. (6 Marks)
- b) Discuss any two ways that are used to establish priorities in mediation. (4 Marks)

Question five

A chief has invited you to mediate between a couple who are on the verge of divorce.

- a) Analyze three areas that you would consider in setting the ground rules for the hearing. (6 Marks).
- b) With examples, discuss two areas that you would ask the couple to avoid. (4 Marks)