



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
DOCTOR OF PHILOSOPHY IN ORGANIZATIONAL LEADERSHIP**

SEPTEMBER – DECEMBER 2017

CAMPUS: ROYSAMBU

DEPARTMENT: LEADERSHIP

COURSE CODE: POLD814

COURSE TITLE: CONFLICT MANAGEMENT AND NEGOTIATION

EXAM DATE: TUESDAY 5th –FRIDAY 8th DECEMBER 2017

INSTRUCTIONS

- Read all questions carefully before attempting.
- Answer Question **One** (Compulsory) and any other **TWO** questions

SECTION A (Compulsory)

1. You are the Lead Consultant in Peace- Masters International and the Burundian Government has invited you to help them manage the volatile conflict situation presently facing the country. Please give a presentation on the theories of conflict management and negotiation respectively. **(10 Marks)**

SECTION B (Answer TWO Questions in this section)

2. The United Nations has asked you to address world leaders on the causes of conflict and on how to initiate negotiations to end conflicts. Highlight social, psychological, political and cultural aspects that lead to and shape the causes of conflict and negotiation. **(5 Marks)**

3. The Kenya National Committee on Cohesion and National Integration as requested you to explain why the political situation in Kenya has fueled ethnic hatred and societal disintegration. In your speech show the effects of different types of conflict on people and the relationships among them. **(5 Marks)**

4. The Tengeneza Maisha Yako management team has contracted you to train them on non-violent and collaborative resolution methods. Give a brief description of any FIVE of the following: -mediation, facilitation, negotiation, dialogue, organizational change and consensual decision-making making. **(5 Marks)**

5. For the last couple of months, there has been some political tension in many countries in Africa that include among others, Zimbabwe, Kenya and Cote d'Ivoire. Explain the theories of conflict management and negotiation would you recommend for the key leaders in the negotiation process? **(5 Marks)**