



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

END OF SEMESTER EXAMINATION FOR THE DEGREE OF

BACHELOR OF ARTS IN COUNSELING PSYCHOLOGY

SEPTEMBER – DECEMBER 2017

CAMPUS: ROYSAMBU

DEPARTMENT: COUNSELING PSYCHOLOGY

COURSE CODE: COU4123

COURSE TITLE: CONFLICT RESOLUTION & MEDIATION

EXAM DATE: WEDNESDAY 13TH DECEMBER 2017

TIME: 9.00AM-12.00PM

INSTRUCTIONS

- Read all questions carefully before attempting.
- Write your student number on the answer booklet provided.
- Section A is Compulsory
- Answer any TWO questions in Section B

SECTION A: COMPULSORY

1. Mr & Mrs Karanja are from different cultural backgrounds, recently separated. Mr. Karanja's Lawyer, Mr. Onyango has filed an application in court asking for temporary custody of their 2 children Nimo (5) and Paul (7). Mrs Karanja doesn't have a lawyer. A judge hearing the application has ordered Mr. Karanja and Mrs. Karanja to go for mediation. Mrs Karanja has reluctantly accepted and they have come to see you as a conflict resolution expert.
 - a) Discuss any four assumptions that govern any mediation process **(12 Marks)**
 - b) Explain the cultural factors that you will take into consideration as a mediator between Mrs. Karanja and Mr. Karanja. **(6 Marks)**
 - c) During the session, the process has hit an impasse. State any 3 techniques you can use to end the impasse **(3 Marks)**
 - d) Discuss any 3 techniques you can use as a "healer" to facilitate Mrs Karanja and Mr. Karanja work through the underlying causes **(6 Marks)**

SECTION B

2. Define any four dispute- resolution processes and clearly indicate how each of them can be used **(12 Marks)**
 - b. Distinguish between the following terms as applied in conflict resolution: Avoidance and passivity **(3 Marks)**
3. For each of the following scenarios, select the most appropriate conflict style and provide reasons for selecting that type of response: **(Each is 5 Marks)**
 - a. Your boss would want you to work overtime but you want to go home early.
 - b. Your neighbours have a habit of parking on your property whenever they feel like it.
 - c. Your spouse is determined to see the divorce go through and you are just too tired of the fight.
4. Discuss the four orientations of negotiations **(10 Marks)**
 - b. Describe at least 3 ways to manage a crisis **(4 Marks)**
 - c. Define what conflict resolution is **(2 Marks)**
5. In deciding which course of action to take, advocates first try out collaborative and peaceful approaches before considering more competitive and coercive approaches. Discuss any three of these competitive and coercive approaches **(9Marks)**
 - b. Briefly describe any 3 challenges that facilitators may face during a group process **(6 Marks)**