



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COUNSELLING PSYCHOLOGY

MAY – AUGUST 2018

CAMPUS: ROYSAMBU

DEPARTMENT: PSYCHOLOGY

COURSE CODE: COU4123

COURSE TITLE: CONFLICT RESOLUTION & MEDIATION

EXAM DATE: TUESDAY 7th AUGUST 2018

TIME: 5:30PM-7:30PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- This paper has FIVE questions.
- **Section A is Compulsory**
- **Answer any TWO questions in Section B**
- *Write clearly and legibly.*
- *ALL PAC University's examination rules and regulations apply*

SECTION A: COMPULSORY (30 MARKS)

QUESTION 1

- a. Define the following terms:
 - i. Mediation **1 marks**
 - ii. Conflict **1 marks**
 - iii. Disputant **1 marks**
- b. Using the slippery slope diagram, describe the three types of responses in dealing with a conflict in a family. **12 marks**
- c. Distinguish between conciliation and reconciliation. **5 marks**
- d. Describe the biblical restoration procedure when a conflict arises between brethren. **5 marks**
- e. Describe two ethical concerns a mediator should consider in his engagements. **5 marks**

SECTION B: Answer any TWO Questions (30 Marks)

QUESTION 2

- a. Illustrate the five common styles of managing conflict. **10 marks**
- b. Discuss two challenges faced by those mediating between communities. **5 marks**

QUESTION 3

- a. Explain how a **Transformative** mediation model works. **9 marks**
- b. Differentiate between conflict management and conflict resolution. **6 marks**

QUESTION 4

- a. Evaluate the effectiveness of using facilitative instead of directive model of mediation. **10 marks**
- b. Discuss how negotiation is used in conflict resolution. **5 marks**

QUESTION 5

- a. Discuss three key ingredients that will make an effective advocacy. **6 marks**
- b. Using examples, describe three types of power exercised in different contexts. **9 marks**