



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COUNSELLING PSYCHOLOGY**

JANUARY-APRIL 2019 SEMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: PSYCHOLOGY

COURSE CODE: COU4123

COURSE TITLE: CONFLICT RESOLUTION & MEDIATION

EXAM DATE: TUESDAY 16th APRIL 2019

DURATION: 3 HOURS

TIME: 2:00PM-5:00PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- **This Exam Script has TWO (2) Sections.**
- **Section “A” is COMPULSORY.**
- **Answer any TWO questions in section “B”**
- *ALL PAC University’s examination rules and regulations apply*

SECTION A: (COMPULSORY) – (40 MARKS)

1. a. Explain the following terms as they are used in conflict Resolution and Mediation
- i. Social Conflict (2 marks)
 - ii. Negotiation (2 marks)
 - iii. Mediator (2 marks)
 - iv. Cultural Awareness (2 marks)
 - v. Distributive Bargaining (2 marks)
- b. Explain TWO (2) of the four approaches to Negotiation and give one advantage and disadvantage of each approach (6 marks).
- c. Discuss oral agreements and indicate two (2) of their characteristics (6 marks)
- d. Explain four (4) scenarios when CR professionals may need to be sensitive to cultural issues during negotiation (8 marks).
- d. Highlight how the following groups can benefit from Advocacy from Helping Professionals and giving two (2) examples for each (6 marks).
- a. Children (2 marks)
 - b. People living with disability (2 marks)
 - c. Women/men involved in domestic violence (2 marks)
- e. Explain the role power plays in the processes of Advocacy and Social Conflict Resolution (2 marks).
- f. Analyze how relevant “Conflict Resolution and Mediation” course is in the Kenyan context (2 marks).

SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION (60 marks)

2. i. Analyze three (3) of Thomas Killman’s Conflict Styles giving examples for each (6 marks)
- ii. Explain in a sentence the value of assessing participants’ conflict styles before conducting a social conflict intervention and indicate the names of the styles (6 marks)
 - iii. Describe Therapeutic and Structural Mediation and give examples for each (4 marks)
 - iv. Analyze three (3) advocacy activities on behalf of clients (9 marks)
 - v. Explain with examples two (2) social conflict situations in the Bible and how they were handled (5 marks).

3. i. Analyze using examples in Kenya how social conflicts have resulted from:
 - a. Politics (3 marks)
 - b. Family Issues (3 marks)
- ii. Discuss four (4) sources of Social Conflicts in an office environment giving an example for each (8 marks).
- iii. Describe four (4) ways cultural issues can affect the process of social conflict resolution (8 marks)
- iv. Explain in a sentence what is meant by the term Caucus in the process of mediation (2 marks)
- iv. Analyze in three (3) sentences reasons why it is important for counseling students to study the course – “Conflict Resolution and Mediation.” (6 marks)
4. i. Analyze the importance of the following attributes to the CR Professional in the process of CR and mediation
 - a) Emotions (2 marks)
 - b) Cultural Awareness (2 marks)
 - c) Value Base (2 marks)
 - d) Professional Ethics (2 marks)
- ii. Describe six (6) examples of the root causes of conflict in institutions of learning (6 marks)
- iii. Analyze four (4) factors that affect our conflict modes (8 marks)
- iv. Differentiate between Mediation and Counseling (4 marks)
- v. Discuss the two terms Distributive Bargaining and Integrative Bargaining showing the difference between them (4 marks).
5. i. Analyze the concept that conflicts don’t happen in a vacuum and give three examples (9 marks).
- ii. Describe three (3) situations that can cause social conflict among Christians (6 marks)
- iii. Evaluate the concepts conflict resolution and conflict management and give two (2) examples for each (6 marks)

- iv. Discuss the terms Satisfaction, Social Justice and Transformation in the mediation process and indicate the value they add to that process (9marks).