



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: VALLEY ROAD

DEPARTMENT: COUNSELING PSYCHOLOGY

COURSE CODE: COU4123

COURSE TITLE: CONFLICT RESOLUTION AND MEDIATION

EXAM DATE: FRIDAY 8th DECEMBER 2017

TIME: 5.30PM-8.30PM

INSTRUCTIONS

- Read all questions carefully before attempting.
- Write your **student number** on the answer booklet provided.
- Answer **all** the questions in **Section A (Compulsory)** and **any TWO** questions from **Section B**
- Indicate the questions you have answered on the cover page of the Answer Booklet

SECTION A – Answer all the Questions

QUESTION 1

30 Marks

A. Define the following terms:-

- i. Conflict Management 2 marks
- ii. Dispute 2 marks
- iii. Facilitation 2 marks
- iv. An interested Party 2 marks
- v. Third Party 2 marks

B.

- i. Identify 2 areas that describe the Circular Theory 4 marks
- ii. Explain what causes Structural Conflict 6 marks

C.

- i. Name the concept that matches the following statement :-
- the objective is not only to resolve the conflict, but also to restore the relationship of the people involved 4 marks
- ii. There are 2 types of Conflict Resolutions. Illustrate **EACH ONE** with an example 6 marks

SECTION B – Choose any TWO Questions

QUESTION 2

- i. Describe with examples two interventions of value-related conflicts 6 marks
- ii. Discuss why it is important for a therapist to learn about conflict resolution 9 marks

QUESTION 3

An intervener determines strategies for effective handling disputes with this in mind:-

- i. Name TWO arenas of conflict 2 marks
- ii. Describe with examples TWO conflict styles 4 marks
- iii. Mediation is Equal Bargaining Power. Discuss 9marks

QUESTION 4

- i. Explain two popular models of mediation 6 marks
- ii. As a counselor explain your awareness in the following areas:- 9 marks
 - a. Emotions
 - b. Cultural awareness

QUESTION 5

- i. Which approach of advocacy comes close to what Queen Esther in the Bible defended her people before the King 3marks
- ii. Identify with examples two approaches to Negotiation 4marks
- iii. Describe what purpose/importance of *The Therapeutic Mediation* 8marks