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DCO 302: Conflict Transformation

Instructions: SECTION A is compulsory. Answer any THREE from section B

Section A

Question one

- a) As a communication expert you cannot avoid handling conflict. The first step in trying to address any conflict is to understand the type of conflict you are dealing with. Using examples in your contemporary world, demonstrate your understanding of the THREE types of conflicts. (6 Marks)
- b) Using examples to show your understanding of handling conflict, illustrate how conflict transformation differs from conflict resolution and conflict management. (4 marks)

Section B

Question two

When one is confronted with ideas, information, conclusion, theories and opinions that are incompatible with those they hold it leads to controversy and cognitive conflict as reflected in the cognitive dissonance theory. This may lead one to seek constructive controversy or concurrence. Using examples that display your understanding, carry out a detailed assessment of the steps involved in constructive controversy and concurrence seeking. (10 marks)

Question three

People not only respond to conflict physically but emotionally as well. Therefore, to understand conflict you have to understand the human emotions the conflict stirs and how to respond to them. These emotions can either be positive or negative. Use relatable examples to examine the FIVE emotions prominent in a conflict situation and their effect on the conflict. (10 marks)

Question four

The Building Bridges Initiative, BBI, has been part of the Kenyan court of law and court of public opinion discourse for a while now. As a communication expert the conversations stirred by this initiative should be of utmost interest to you. Carry out a detailed argument of

the nature of conflicts in the body and form of the Building Bridges Initiative highlighting the pertinent areas of interest a communication scholar should pay interest to. (10 marks)

Question five

Culture affects how conflict is handled. Geert Hofstede points to power as a cultural dimension that is responsible in addressing conflict issues. Using examples within your context, present an argument on how power distances affect conflict in the contemporary world. (10 marks)