



SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF PSYCHOLOGY

**END OF SEMESTER EXAMINATION FOR THE MASTER OF ARTS IN COUNSELING
PSYCHOLOGY**

JAN-APRIL 2021 TRIMESTER

CAMPUS: ONLINE EXMINATION

COURSE CODE: COU 4123: CONFLICT RESOLUTION AND MEDIATION

EXAM DATE: 14th APRIL 2021

DURATION: 3 HOURS

TIME: 11 -2PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your STUDENT NUMBER in the Answer Booklet given
- This Exam has TWO SECTIONS
- **SECTION ONE** is Compulsory.
- **SECTION TWO** *Choose Any Two Questions*
- *Write clearly and legibly.*

SECTION A (compulsory) 20 marks

Question one

- a) Analyze any two benefits of conflicts. (2 Marks)
- b) Explain the three primary aspects of the conflict triangle. (3 Marks)
- c) Discuss any two strategies of solving structural conflicts. (2 Marks)
- d) Explain three causes of relationship conflicts. (3 Marks)
- e) Account for three ways of persuading people to come to an agreement in dispute resolution. (6 Marks)
- f) Analyze any two elements included in a dispute agreement. (4 Marks)

SECTION B Answer any two questions

Question two

- a) Mediation provides an efficient, effective, speedy, convenient and less expensive process to resolve a dispute with dignity, mutual respect and civility. Explain any three advantages of such. (6 Marks)

b) Explain any two ways you would deal with self-disclosure in mediation. (4 marks)

Question three

a) With use of three examples, explain the role of people's personalities in Mediation. (6 Marks)

b) Analyze the impact of the two personality types in mediation. (4 Marks)

Question four

a) You have been appointed as a mediator to resolve a land dispute between two family members through an informal process. Analyse any four steps that you would consider during the scheduled meeting. (8 Marks)

b) Identify any two components in an opening statement during mediation proceeding. (2 Marks)

Question five

a) A County Commissioner has invited you to mediate between a couple who are on the verge of divorce.

- a) Analyse three areas that you would consider in setting the ground rules for the hearing. (6 Marks).
- b) With examples, discuss two areas that you would advise the couple to avoid. (4 Marks)