



PAN AFRICA CHRISTIAN UNIVERSITY

BACHELORS OF BUSINESS LEADERSHIP

END OF SEMESTER EXAMINATION

DEPARTMENT: BUSINESS

BUH3213_TEAM LEADERSHIP AND CONFLICT MANAGEMENT

Online exams

EXAM DATE:

TIME:

INSTRUCTIONS

- Read all questions carefully before attempting.
- Answer **any four questions only**

QUESTION ONE

- a) Define Leadership (2marks)
- b) Differentiate the following terms
 - i. Leadership and Power (4marks)
 - ii. Leadership and management (4marks)

QUESTION TWO

Explain the following leadership styles

- i. Adaptive Leadership (2marks)
- ii. Situational Leadership (2marks)
- iii. Transformational Leadership (3marks)
- iv. Team Leadership (3marks)

QUESTION THREE

- a) Describe the Hill model of team leadership (4marks)
- b) Explain the main elements of the Hill model of team leadership (6marks)

QUESTION FOUR

- a) Explain the concept of learning and development within organizations (4marks)
- b) Discuss three ways through which organizations can enhance learning and development within organizations (6marks)

QUESTION FIVE

- a) Outline four barriers to communication within organizations (4marks)
- b) Discuss three ways that a manager can apply to mitigate communication barriers within organizations (6marks)

QUESTION SIX

- a) Outline any four sources of conflict in organizations (4marks)
- b) Discuss any three conflict resolution methods applicable in organizations (6marks)