



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

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

MAY-AUGUST 2019

CAMPUS: ROYSAMBU

DEPARTMENT: COUNSELLING PSYCHOLOGY

COURSE CODE: COU4123

COURSE TITLE: CONFLICT RESOLUTION & MEDIATION

EXAM DATE: MONDAY 5th AUGUST 2019

DURATION: 2 HOURS

TIME: 5:30PM-7:30PM

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 THREE 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 (10 marks)
- i. Advocacy (2 marks)
 - ii. Conflict Style (2 marks)
 - iii. Mediator (2 marks)
 - iv. Social Justice (2 marks)
 - v. Integrative 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. Identify two (2) characteristics of a Formal agreement (6 marks).
- d. Explain four (4) scenarios when Conflict Resolution professionals may need to be sensitive to cultural issues during negotiation (8 marks).
- e. With an example show how the following groups can benefit from Advocacy from Helping Professionals (4 marks).
- a. Children living with abusive parents (2 marks)
 - b. Victims of Post-Election Violence (2 marks)
- f. Evaluate three (3) types of Child Abuse and give an example for each (6 marks)

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

2. i. Identify two (2) reasons why social conflict may arise among hawkers in Nairobi city (5 marks).
- ii. Analyze three (3) of Thomas- Killman's Conflict Styles (9 marks).
 - iii. Describe three (3) principles that communities living in Africa used to foster peaceful coexistence and conflict resolution (6 marks).
3. i. Analyze how social conflicts can result from (6 marks).
- a. Negative Ethnicity (3 marks)
 - b. Unfair distribution of resources (3 marks)
- ii. Discuss four (4) possible sources of Social Conflicts in secondary schools giving an example for each (8 marks).
- iii. Analyze any three (3) of the four models of Mediation (6 marks).
4. i. Demonstrate the importance of the following attributes to the CR Professional in the process of CR and mediation (8 marks)
- a) Listening (2 marks)
 - b) Cultural Awareness (2 marks)
 - c) Value Base (2 marks)
 - d) Professional Ethics (2 marks)
- ii. Describe three (3) Assumptions about Mediation as understood by the helping professionals (6 marks).
- iii. Analyze two (2) levels that Advocacy can target giving examples for each (6)
5. i. Using three (3) analyze the concept that conflicts don't happen in a vacuum (6).
- ii. Describe three (3) situations that can cause social conflict among family members (6)

- iii. Analyze two (2) issues that are likely to cause conflict in a Cross-Cultural Marriage (8 marks).