



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY

END OF SESSION EXAMINATION FOR THE DEGREE OF

MASTER OF ARTS IN LEADERSHIP

APRIL INTERTERM 2019 SESSION

CAMPUS: VALLEY ROAD

DEPARTMENT: LEADERSHIP AND GOVERNANCE

COURSE CODE: MAL502

COURSE TITLE: TEAM BUILDING AND CONFLICT MANAGEMENT

EXAM DATE: FRIDAY 3RD MAY 2019

TIME: 5:30PM-8:30PM

DURATION: 2 HOURS

MODE: ONLINE

INSTRUCTIONS

- Read all questions carefully. Ensure you Answer a Total of Four Questions (One Compulsory and choose one other from Each Section)
- Write your **student number** on the answer booklet provided.
- ANSWER QUESTION **ONE** and any other question from **SECTION A** and QUESTION **FOUR** and any other question from **SECTION B(20 Marks)**
- *ALL PAC University's examination rules and regulations apply*

SECTION A: TEAM BUILDING (Answer QUESTION ONE and any other Question from this section)

QUESTION ONE:(Compulsory).

You are the Lead Consultant of Tunaonea MbaliLeadership Consultants.SisiTunajiweza Company has contracted you to develop its workers to become a self-managing team. Show five (5) ways in which you can do this and how to do it.

(5 Marks).

QUESTION TWO:

Team work is no accident. It's not a matter of luck or chance. Bosses create teamwork or kill it-by the way they treat people. Team work is a product of sharing-sharing interest, information, responsibilities, and credit. Briefly discuss EACH of these five (5) concepts.

(5 marks).

QUESTION THREE:

IBM is considered one of the progressive Companies in the world today. Part of this progress is attributed to the fact that, since 1980, the Company has assigned team members specialized team work roles. Show how you can tap into five (5) of the six assignments for your organization.

(5 Marks).

SECTION B: CONFLICT MANAGEMENTBUILDING (Answer QUESTION FOURand any other Question from this section)

QUESTION FOUR :(Compulsory).

Joan, a member of your team has lately been having issues with Mercy, her colleague. The Board has asked you as the CEO of the Company to deal with this issue. Give five(5) of the seven things you can do to bring this matter to rest.

(5 Marks).

QUESTION FIVE:

A recent disagreement in your place of work has escalated to a full-blown conflict. The Board of management has asked you to explain the genesis of this conflict and how it can be resolved. Using HAUGCKS' 5 LEVELS OF CONFLICT, show how this can be done.

(5 marks).

QUESTION SIX

For quite some time now, members of UsitungojeSisi Organization have been up in arms against each other. The local Cooperatives Officer has asked you to step in and resolve this conflict. Using the PAUSE Model, please show how you can do this.

(5 marks).