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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**THIRD YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE DIPLOMA IN DIPLOMACY AND PUBLIC RELATIONS**  
**DPR 1112: DIPLOMACY AND CONFLICT MANAGEMENT**

Date: 15<sup>TH</sup> DECEMBER 2022  
Time: 2:30PM – 4:30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a. Explain some of the skills used by mediators in conflict resolution (6 Marks)
- b. Explain the causes of racism (6 Marks)
- c. Describe the Steps required for facilitating conflict resolution (6 Marks)
- d. Discuss the three elements of conflict (6 Marks)
- e. Conflict upsets parties in the short-run, discuss how conflict can have Positive outcomes. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a. There are primary causes of frustrated needs and discontent in the workplace that have the potential to lead to conflict, Discuss the sources of conflict in an organization. (10 Marks)
- b. Explain the various theories in conflict management. (10 Marks)

**QUESTION THREE (20 MARKS)**

- a. Explain the ways to generate more ideas during mediation (10 Marks)
- b. State and explain reasons for choosing mediation over other channels of dispute resolution within the organizations (10 Marks)

**QUESTION FOUR (20 MARKS)**

- a. There are normally early signs of workplace conflict. Discuss the types of conflict in the work place (10 Marks)
- b. Explain the nature of dispute and the multiple areas where disputes occur (10 Marks)

**QUESTION FIVE (20 MARKS)**

- a. Identified and explain five styles/responses to negotiation. (10 Marks)
- b. Explain the multiple areas in which conflict occurs (organizational life, personal life and Global (10 Marks)