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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
EXAMINATION
FOR THE DIPLOMA IN DIPLOMACY AND PUBLIC RELATIONS
DPR 1112 – DIPLOMACY AND CONFLICT MANAGEMENT

Date: 20TH APRIL 2023

Time: 1:30PM – 3:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain the causes of racism (5 Marks)
- b) Identified and explain five styles/responses to negotiation. (5 Marks)
- c) Explain the multiple areas in which conflict (organizational life, personal life and global)(5 Marks)
- d) Explain the ways to generate more ideas during mediation (5 Marks)
- e) State reasons for choosing mediation over other channels of dispute resolution within the organizations (5 Marks)
- f) Explain the nature of dispute and the multiple areas where disputes occur (5 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) Conflict upsets parties in the short-run, discuss how conflict can have Positive Outcomes (10 Marks)
- b) Explain the skills used by mediators (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) Identify and explain the different conflict styles are commonly used to respond to conflict. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Describe the Steps required for facilitating conflict resolution (10 Marks)
- b) Discuss the three elements of conflict (10 Marks)