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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FIRST YEAR, SECOND FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN DIPLOMACY AND PUBLIC RELATIOS
DPR 1112-DIPLOMACY AND CONFLICT MANAGEMENT

Date: 27th July 2022
Time: 8.30am-10.30am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS
QUESTION ONE (30 MARKS)

- a) Highlight the different natures of diplomacy. (6 Marks)
- b) Outline the two main objectives of diplomacy. (6 Marks)
- c) Highlight the different causes of conflict.
- d) Describe the six means of diplomacy. (6 Marks)
- e) Outline the benefits of active listening in conflict management. (6 Marks)
- f) Highlight the importance of having diplomacy and conflict management knowledge in running an organization. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the roles of diplomacy among nations. (10 Marks)
- b) Examine the different types of diplomacy. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Examine the different types of conflict in conflict management. (10 Marks)
- b) Evaluate the different types of communication which are important while dealing with a conflict. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the ten principles of operational diplomacy. (10 Marks)
- b) Explain the functions carried out by diplomats in the different states they are assigned to. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Examine the five types of conflict management styles. (10 Marks)
- b) Discuss the seven elements of negotiation in conflict management. (10 Marks)