



CHRISTIAN SERVICE UNIVERSITY COLLEGE
KUMASI – GHANA
SCHOOL OF GRADUATE STUDIES AND RESEARCH
DEPARTMENT THEOLOGY
END OF SECOND SEMESTER EXAMINATIONS, 2021/2022 ACADEMIC YEAR
MASTER OF ARTS IN CHRISTIAN MINISTRY WITH MANAGEMENT
LEVEL 600
MACM 614: CONFLICT MANAGEMENT

June 2022

[70 Marks]

Time Allowed: 2hrs, 30mins

INSTRUCTIONS TO CANDIDATES:

- Answer **THREE (3)** Questions including Question **ONE**
- Write your answer on the **answer sheets provided**
- *Please present your answer in ESSAY form*
- Write your index number clearly at the top of every page of the answer sheets used.
- **Note:** Marks will be awarded for Correct grammar, clarity of expression and logical presentation of facts

Answer THREE (3) Questions including Question ONE

Question 1:

Critically assess the view that Mediation differs from **negotiation, arbitration and litigation?**
(30 marks)

Question 2:

Using the **staircase model** present conflict dynamics showing how conflicts escalate and deescalate.
(20marks)

Question 3

What is conflict?
(20 marks)

Question 4

What are the outcomes of conflict escalation?
(20 marks)

Question 5

How does conflict of interest hinder effective mediation of conflict?
(20 marks)