



## **GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR TWO  
SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BHR 211**

**COURSE TITLE: CONFLICT MANAGEMENT AND NEGOTIATION**

**EXAMINATION DURATION: 3 HOURS**

**DATE: 11/04/18**

**TIME: 09.00-12.00 PM**

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### **INSTRUCTION TO CANDIDATES**

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

**This paper consists of TWO (2) printed pages**

***please turn over***



### QUESTION ONE (COMPULSORY)

- (a) Describe the two types of conflicts [5 marks]
- (b) Highlight some of the negotiation related skills you should have as a manager [5 marks]
- (c) Discuss functional versus dysfunctional conflicts [5 marks]
- (d) By use of a graph, describe how performance varies with conflicts. [5 marks]
- (e) Explain causes of team conflicts. [5 marks]

### QUESTION TWO

- (a) As a human resource manager, describe the role of communication in conflict resolution [7 marks]
- (b) In relation to the above, outline various ways of collecting feedback. [5 marks]
- (c) Escalation is a term you will find to be very common in resolving disputes. Explain what it means. [3 marks]

### QUESTION THREE

- (a) What do you understand by the term arbitration? [2 marks]
- (b) Discuss the advantages and disadvantages of arbitration. [13 marks]

### QUESTION FOUR

- (a) Conflicts can be resolved in various methods. Explain why we cannot use only one means to do the same [3 marks]
- (b) Discuss the various methods used in conflict resolution. [12 marks]

### QUESTION FIVE

- (a) Outline the meaning of bargaining and its importance in conflict management [3 marks]
- (b) Highlight the theoretical models of bargaining. [12 marks]

### QUESTION SIX

- (a) Distinguish between inter-personal relationships and intrapersonal relationships [3 marks]
- (b) Discuss how we can effectively manage performance so that it does not cause conflicts. [12 marks]

