



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

FOURTH YEAR FIRST SEMESTER

**SCHOOL OF ARTS, HUMANITIES, SOCIAL
SCIENCES AND CREATIVE INDUSTRIES
BACHELOR OF SCIENCE IN COMMUNICATION
& PUBLIC RELATIONS/JOURNALISM**

COURSE CODE: CPR 4106

**COURSE TITLE: CONFLICT MANAGEMENT AND
NEGOTIATION**

DATE: 28TH MARCH, 2022

TIME: 0830-1030

INSTRUCTIONS TO CANDIDATES

PRACTICAL EXAMINATION

Students are required to work in groups of three, and come up with a case study of any Conflict. Then explain how the selected conflict was Managed using Negotiation Skills

Objectives:

1. Identification of conflicts and their root causes among parties
2. To check on how students enhance and improve the techniques and skills in conflict management along the course
3. To assess on how students manage interpersonal disputes among parties;
4. To understand and acquire different negotiation skills.