

Assessment Procedure

Conflict Management- CVAC004

The assessment procedure of this course was done by a descriptive exam and GD. The total mark for the exam was 40 and for GD it was 10. The minimum percentage to pass the exam was 50 %. Those who secured minimum pass marks in both were declared qualified. A sample question paper is given below:

CHRIST COLLEGE (AUTONOMOUS) IRINJALAKUDA CERTIFICATE COURSE EXAMINATION 2017 CONFLICT MANAGEMENT

TIME: 2 Hours

MAX. MARKS: 50

Answer any four questions. Each question carries 10 marks.

1. Explain the theories related conflict management.
2. Discuss the role of forgiveness and negotiation in problem solving.
3. Discuss different approaches to resolve disputes.
4. State the dispute resolution existing in the union sector.
5. Explain the negotiation strategies for mutual gain.
6. Discuss the employer's dispute resolution and complaint handling system.

4X10 = 40

GROUP DISCUSSION

MARK: 10

Topic: Explain the role of mediator in conflict management.

1x10 = 10



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