

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 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 2018 CONFLICT MANAGEMENT

TIME: 2 Hours

MAX. MARKS: 50

Answer any four questions. Each question carries 10 marks.

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

4X10 = 40


GROUP DISCUSSION

MARK: 10

Topic: Discuss the role of forgiveness and negotiation in problem solving.

1x10 = 10




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