

Assessment Procedure

Conflict Management- CVAC004

The assessment procedure of 'Conflict Management' was done by a descriptive exam followed by GD. The total mark of exam was 40 and GD was out of 10. Those who secured a minimum of 20 in exam and 5 in GD were declared passed. A sample question paper is given below:

CHRIST COLLEGE (AUTONOMOUS) IRINJALAKUDA
CERTIFICATE COURSE EXAMINATION 2019
CONFLICT MANAGEMENT

TIME: 2 Hours

MAX. MARKS: 50

Answer any four questions. Each question carries 10 marks.

1. Discuss the role of forgiveness and negotiation in problem solving.
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 to conflict management.
6. Discuss the employer's dispute resolution and complaint handling system.

4X10 = 40

GROUP DISCUSSION

MARK: 10

Topic: Discuss different approaches to resolve disputes.

1x10 = 10

all good



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