

092305T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 5

COD/OS/SW/CR/07/5/A

UNDERTAKE CONFLICT RESOLUTION AND MANAGEMENT.

July /Aug 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL
(TVET CDACC)**

WRITTEN ASSESSMENT

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

1. This paper has three sections **A**, **B** and **C**.
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

This paper consists of SIX (6) printed pages

**Candidates should check the question paper to ascertain that all pages are
printed as indicated and that no questions are missing**

SECTION A (20 MARKS)

Each question carries ONE (1) mark.

1. Which ONE of the following is **NOT** a source of conflict?
 - A. Relationships
 - B. Health care
 - C. Life changes
 - D. Power struggle
2. The following are components of conflict management **EXCEPT**.
 - A. Arbitration
 - B. Compromising
 - C. Avoiding
 - D. Quarrelling
3. The following principles helps an individual determine what is right and wrong. Which one **DOES NOT**?
 - A. Love
 - B. Trust
 - C. Forgiving
 - D. Working
4. A conflict situation in which the disputants believe that when one disputant helps him/herself, the other disputant is also helped is_____.
 - A. Constructive conflict
 - B. Competitive conflict
 - C. Destructive conflict
 - D. Cooperative conflict
5. Collaborating conflict resolution approach is also referred to as.....
 - A. Win-win approach
 - B. Lose- lose approach
 - C. Win-lose approach
 - D. Lose-win approach
6. The process of solving disputes in the court room is known as_____.
 - A. Alternative dispute resolution