

092304T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 5

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

UNDERTAKE CONFLICT RESOLUTION AND MANAGEMENT

Nov/Dec 2023



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

WRITTEN ASSESSMENT

Time: 3 Hours

INSTRUCTIONS TO CANDIDATE

1. You have **THREE (3)** hours to answer all the questions.
2. Marks for each question are as indicated in the brackets
3. The paper consists of **THREE** sections: **A, B** and **C**.
4. Do not write on the question paper

This paper consists of 7 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)

Answer ALL questions in this section.

Each question carries one Mark

1. _____ are single issues or events that lead to a dramatic escalation in conflict, particularly violent conflict.
 - A. Triggers
 - B. Catalysts
 - C. Extinguishers
 - D. Moderators
2. _____ is the type of conflict that occurs within an individual such as use of time, choice of partner, moral questions, goals and aspirations.
 - A. Inter-Personal Conflict.
 - B. Intra-Personal Conflict.
 - C. Intra-Group Conflict
 - D. Inter-Group Conflict.
3. Which of the following is NOT a mediation guideline?
 - A. Maintain neutrality
 - B. Probe until someone accepts responsibility for the issue
 - C. Work to ensure equal talk time
 - D. Establish an action plan
4. _____ is a conflict management style where a middle ground that will partially please all parties is found.
 - A. Compromising
 - B. Avoiding
 - C. Accommodating
 - D. Collaborating
5. Which of the following is NOT included in the definition of conflict?
 - A. Perception
 - B. Disruption of tasks
 - C. Something that is cared about
 - D. Negative effects