



## Essay Questions

Answer only two questions including question No: 1.

Marks allocation: 50 Marks

01.

- i) "Power is recognized as the architecture of conflicts in the literature of conflict management".

**You are required to:**

- a) Briefly explain the emergence of a conflict. (05 marks)
- b) List up the four (04) sources which determine the tendency and willingness to endorse power by a person. (02 marks)
- c) Briefly explain the reasons for considering power as something relational. (05 marks)
- d) Briefly explain how pre-conceptions about a person's strength and weakness determine the actions of people in conflicts. (05 marks)

- ii) "Theories of conflict management describe important factors affecting how parties perceive, interpret and react to conflicts".

**You are required to:**

- a) Differentiate external attribution from internal attribution. (03 marks)
- b) Briefly explain what is meant by Fundamental Attribution Error? (05 marks)
- c) Briefly explain how attribution influences conflict interaction. (05 marks)



02. Assume that you are the conflict manager of the Catalyst Corporation and your senior manager asks you to conduct a study on the current context of organizational conflicts at Catalyst Corporation and make suggestions to improve the organizational interactions. When you study about the current context, you understood that this is an organization where there are lots of dysfunctional conflicts. Accordingly you intend to present the findings and suggestions as a managerial report.

**You are required to:**

Present the particular section of the report which comprises with suggestions to reduce the dysfunctional conflicts in the organization. (20 marks)

03.

- i) Explain the difference between integrative bargaining and distributive bargaining. (10 marks)
- ii) Briefly explain the process of bargaining. (10 marks)

04. Arbitration is a popular Alternative Dispute Resolution technique. Arbitration in Sri Lanka is governed by the Arbitration Act No. 11 of 1995. The two main arbitral institutions are the Institute for the Development of Commercial Law and Practice Arbitration Centre (ICL Centre) and the Sri Lanka National Arbitration Centre (Sri Lanka Centre).

**You are required to:**

- i) List up the contents of a request for resolution by arbitration. (05 marks)
- ii) Briefly explain the appointment procedure of arbitrators. (10 marks)
- iii) Briefly explain the duties and disqualification of an arbitrator. (05 marks)