



NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF PEACE STUDIES AND CONFLICT RESOLUTION
2020_2 POP EXAMINATION

COURSE CODE: PC714

COURSE TITLE: Introduction to CONFLICT RESOLUTION II

CREDIT UNIT: 3

TIME ALLOWED: 3 Hours

INSTRUCTION: Answer any four questions. Each question carries equal marks. Each question carries an allocation of 17.5 marks.

- 1.(i) State what you understand by the term ‘Conflict’ within the context of Lewis Coser’s (1956:8) definition
(ii) Discuss the three principles for constructive conflict
2. (a) Mention ten (10) identifiable causes of conflict

(b) Distinguish between Relationship conflict and Data Conflict
- 3.(a) Explain five (5) styles in managing conflict situations as encapsulated in the B. Speed Leas’ Book titled “Discover Your Conflict Management Styles”

(b) Mention three (3) steps as contained in the guidelines for Reconciling Differences
4. (a) State five (5) factors to be considered in solving conflict problems
(b) As a Peace Negotiator, discuss the four steps method in conflict Resolution
- (5) (a) What is conflict escalation.
(b) Give reasons why escalating conflict can be dangerous
(c) State the nine (9) Stages of Conflict Escalation According to Friedrich Glasl
- (6) (a) State the Strategies to Keep Anger at Bay
(b) Explain what you understand by the term ‘Conflict Mapping’
(c) Mention four (4) stages of group development.