



NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF PEACE STUDIES AND CONFLICT RESOLUTION
SEPTEMBER, 2020_1

COURSE CODE: PCR714

COURSE TITLE: Introduction to Conflict Resolution Processes II

CREDIT UNIT: 3

TIME ALLOWED: 3 Hours

INSTRUCTION: Answer any 4 questions

1. Briefly explain the evolution of conflict resolution as a field of study (17.5 marks)
2. Uncontrolled anger most often results in devastating consequences, what are the effective strategies for managing anger? (17.5marks)
3. Discuss the three approaches to decision making (17.5 marks)
4. The African indigenous method of conflict resolution is unique because it stress the need to foster peace and restoring societal harmony rather than determining who is right or wrong. Describe some of the key features embedded in this method of conflict resolution. (17.5 marks)
5. Discuss mediation and three styles of mediation (17.5 marks)
6. Briefly discuss the nine tracks in the multi-track diplomacy (17.5 marks)