



NATIONAL OPEN UNIVERSITY OF NIGERIA
Faculty of Social Science
Department of Political Science
2019_1 POP Examination

Programme: Peace Studies and Conflict Resolution

COURSE CODE: PCR375

**COURSE TITLE: LANGUAGE AND INFORMATION MANAGEMENT IN PEACE AND
CONFLICT RESOLUTION**

CREDIT UNIT: 3 CREDIT UNITS

TIME ALLOWED: 3 HOURS

INSTRUCTION: Answer Any Four Questions

1. (a) Explain the nexus between listening and hearing as components of conflict resolution.

(b) Enumerate the principles of listening in conflict resolution. **(17.5 marks)**
2. Explain the role of mass media in conflict resolution and peace-building. **(17.5 marks)**
3. Examine the factors determining effective communication in conflict transformation and peace-building. **(17.5 marks)**
4. Identify and explain various channels of communication **(17.5 marks)**.
5. What is the importance of communication in conflict resolution and peace-building? **(17.5 marks)**
6. What are the ways by which a Mediator or Third-party can be an effective communicator? **(17.5 marks)**