



**NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF PEACE STUDIES AND CONFLICT RESOLUTION
2023_1 POP EXAMINATION.**

COURSE TITLE: INTRODUCTION TO CONFLICT RESOLUTION PROCESSES

COURSE CODE: PCR714

CREDIT UNITS: 3

TIME ALLOWED: THREE HOURS (3)

**INTRUSTION: ANSWER QUESTION ONE (1) AND ANY OTHER THREE (3)
QUESTIONS**

1.
 - a. Define Conflict and Identify Ten Causes of Conflict (5 Marks)
 - b. Enumerate and Explain Five Conflict Handling Style suggest by McSwain and Treadwell (10Marks)
 - c. Write and Analyze Six Conflict Management Style (10Marks)

2. Discuss Nine Stages of Conflict Escalation According to Friedrich Glasl (15Marks)

3. Identify Ten Analytical Methods of Conflict Analysis (Marks 15)

4. States and Describe Concept of Conflict Mapping in Conflict Resolution Processes (Marks 15)

5. Critically Examine Three Approaches to Decision Making in Conflict Resolution Process (Marks15)