



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**FACULTY OF SOCIAL SCIENCES**  
**DEPARTMENT OF PEACE STUDIES AND CONFLICT RESOLUTION**  
**2023\_2 EXAMINATIONS—**

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**COURSE TITLE- INTRODUCTION TO CONFLICT RESOLUTION PROCESSES II**

**COURSE CODE- PCR 714**

**TIME ALLOWED: 3 HOURS**

**COURSE UNIT- 3**

**INSTRUCTION- Answer any four (4) questions and all questions carry equal marks**

- 1. Define Conflict and Explain Mack and Snyder characteristics of Conflict (17.5 marks).**
- 2. State and Explain McSwain and Treadwell, five Conflict Handling styles (17.5 marks).**
- 3. State nine Conflict Escalation According to Friedrich Glasl and Explain five (17.5 marks).**
- 4. Mention Ten Methods of Conflict Analysis (17.5 marks)**
- 5. Mention and Describe Four Attitude of Conflict According to Richard W. Scholl, Professor of Management, University of Rhode Island. (17.5 marks)**