



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**Plot 91, Cadastral Zone, Nnamdi Azikwe Express Way, Jabi Abuja**  
**FACULTY OF SOCIAL SCIENCES**  
**DEPARTMENT OF PEACE AND CONFLICT RESOLUTION**  
**2024\_2 EXAMINATION**

**COURSE CODE: PCR 714**

**COURSE TITLE: INTRODUCTION TO CONFLICT RESOLUTION**

**PROCESSES II**

**CREDIT UNIT: 3**

**TIME ALLOWED: 3 HOURS**

**INSTRUCTIONS: ANSWER ANY FOUR QUESTIONS**

1. (a) Identify the various types of conflict (3.5 marks)  
(b) Explain any three of the types of conflict identified in 'a' above (14 marks)
2. How would you resolve a workplace conflict? (17.5 marks)
3. Approaches and Avoidance produce three kinds of conflict. Name and describe them (17.5 marks)
4. (a) What do you understand by conflict escalation? (10 marks)  
(b) Why is escalation of conflict dangerous? (7.5 marks)
5. Discuss the theoretical considerations to support the use of the traditional method of resolving conflict (17.5 marks)
6. Explain the principles for constructive conflict (17.5 marks)