**NATIONAL OPEN UNIVERSITY OF NIGERIA**

Plot 91 Cadastral Zone Nnamdi Azikiwe Expressway

Jabi – Abuja

**FACULTY OF SOCIAL SCIENCES**

**DEPARTMENT OF POLITICAL SCIENCE**

**2017\_2 POP EXAMINATION**

**PROGRAMME: Peace Studies and Conflict Resolution**

**COURSE CODE: PCR 714**

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

**CREDIT UNIT: 3**

**TIME ALLOWED: 3 HRS**

**INSTRUCTIONS: ANSWER ANY FOUR QUESTIONS. ALL QUESTIONS CARRY EQUAL MARKS**

1. (a) Explain McSwain and Treadwell model of conflict styles 10 marks

(b) Explain the model of conflict handling styles which focuses on the tension between relationships and goals 7.5 marks

1. (a) What is substantive conflict? 10 marks

(b) Explain the four levels of substantive conflict 7.5 marks

1. Outline and explain the various conflict progression and stages as explained by different scholars. 17.5 marks
2. Explain the various strategies for altering the emotions of mild irritation to intense fury and rage. 17.5 marks
3. “The mind is a powerful tool and once chaos and stress presents itself certain chemical reactions take place inside the mind affecting the body”. Explain the various steps to emotional preparedness 17.5 marks
4. Discuss seven different peace mechanisms that can be adopted to prevent and manage conflict. - 17.5marks