



NATIONAL OPEN UNIVERSITY OF NIGERIA  
FACULTY OF SOCIAL SCIENCES  
DEPARTMENT OF PEACE STUDIES AND CONFLICT RESOLUTION  
SEPTEMBER, 2020\_1 EXAMINATION

**COURSE CODE: PCR811**

**COURSE TITLE: Theories in Conflict Management**

**CREDIT UNIT: 3**

**TIME ALLOWED: 3 Hours**

**INSTRUCTION: Answer any 4 questions**

1. Identify and discuss the approaches to conflict management (17.5 marks).
2. Critically analyse various conflict handling styles (17.5 marks)
3. Discuss the various elements of conflict management (17.5 marks)
4. What is mediation? Identify and discuss the various types of mediation (17.5 marks).
5. Identify and explain the specific components of negotiation process (17.5 marks).
6. What is conflict transformation? Evaluate the various forms of conflict transformation (17.5 marks).