



NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF PEACE STUDIES AND CONFLICT RESOLUTION
2020_2 POP EXAMINATION

COURSE CODE: PCR 375

COURSE TITLE: Language and Information Management in Peace and Conflict Resolution

CREDIT UNIT: 3

TIME ALLOWED: 3HRS

INSTRUCTION: Answer any four questions. Each question carries an allocation of 17.5 marks.

1. Explain the media roles in preventing and moderating conflict in Nigeria. 17.5 marks
2. Using your community culture as a case study, explain how your culture positively affects conflict resolution. 17.5 marks
3. Discuss the relationship between Shannon and Weaver's communication theory with that of 1948 Harold Lasswell's model. 17.5 marks
4. a. What is the difference between hearing and listening by their mere definitions? – 2.5 marks
b. Write short notes on the following components of listening: hearing, understanding, remembering, evaluating, and responding and relate them to a conflict resolution situation. – 15 marks
5. State and explain the principles of listening in conflict resolution. 17.5 marks
6. a. What is Language? – 2.5 marks
b. Language could aid or destroy a conflict resolution process. Discuss this assertion in line with what has learnt in this course. 15 marks