



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

**COURSE CODE: PC714**

**COURSE TITLE: Introduction to CONFLICT RESOLUTION II**

**CREDIT UNIT: 3**

**TIME ALLOWED: 3 Hours**

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

**1.(i) State what you understand by the term ‘Conflict’ within the context of Lewis Coser’s (1956:8) definition**

**(ii) Discuss the three principles for constructive conflict**

**2. (a) Mention ten (10) identifiable causes of conflict**

**(b) Distinguish between Relationship conflict and Data Conflict**

**3.(a) Explain five (5) styles in managing conflict situations as encapsulated in the B. Speed Leas’ Book titled “Discover Your Conflict Management Styles”**

**(b) Mention three (3) steps as contained in the guidelines for Reconciling Differences**

**4. (a) State five (5) factors to be considered in solving conflict problems**

**(b) As a Peace Negotiator, discuss the four steps method in conflict Resolution**

**(5) (a) What is conflict escalation.**

**(b) Give reasons why escalating conflict can be dangerous**

**(c) State the nine (9) Stages of Conflict Escalation According to Friedrich Glasl**

**(6) (a) State the Strategies to Keep Anger at Bay**

**(b) Explain what you understand by the term ‘Conflict Mapping’**

**(c) Mention four (4) stages of group development.**