



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

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. a. Define Language. – 2.5 marks
b. Language could make or mar a conflict resolution process. Expatiate this assertion in line with what has learnt in this course. 15 marks
2. Focusing on your community culture, explain how your culture aids conflict resolution. 17.5 marks
3. Give a critique on the relationship between Shannon and Weaver's communication theory with that of 1948 Harold Lasswell's model. 17.5 marks
4. a. Define hearing and listening. – 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. List and explain the principles of listening in conflict resolution. 17.5 marks
6. Explain the media roles in preventing and moderating conflict in Nigeria. 17.5 marks