



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF ARTS AND SOCIAL SCIENCES
JANUARY/FEBRUARY 2013 EXAMINATION**

PROGRAMME: PEACE STUDIES AND CONFLICT RESOLUTION

**PCR714: INTRODUCTION TO CONFLICT RESOLUTION PROCESS II
(B)**

Time Allowed: 3 hours
questions

Instruction: Answer any three

1.
 - (a) Explain the concept of mind control
 - (b) What is conflict mapping?
 - (c) List and explain four primary items in the conflict mapping road map.

2.
 - (a) Describe the concept of decision making
 - (b) List and explain the three (3) basic approaches to decision making.
 - (c) What are the factors influencing decision

3.
 - (a) What does it mean to build trust?
 - (b) Why do people have trouble developing trust in others?
 - (c) What steps can be taken to improve trust building?

4.
 - (a) Highlight the decision making approaches
 - (b) Explain the concept of attitude change and persuasion
 - (c) Distinguish between attitude and attitude change.

5.
 - (a) Explain the concept of indigenous approach to conflict resolution
 - (b) Differentiate between the Western and African indigenous approaches to conflict resolution.

