



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

JUNE/JULY 2013 EXAMINATION

COURSE CODE: PCR714

**COURSE TITLE: INTRODUCTION TO CONFLICT RESOLUTION
PROCESSES II**

TIME ALLOWED: 3HRS

INSTRUCTIONS: ANSWER ANY THREE QUESTIONS. TIME ALLOWED

- 1 Explain the following types of conflict with examples:
(a) Pseudo conflict, (b) structural conflict, (c) Data conflict, (d) Ego conflict, (e) Simple Conflict, (f) Relationship Conflict, (g) Value conflict, (h) Interest conflict. (23mks)
- 2 (a) With examples, explain Speed Leas Discover your conflict management style?

(b) Explain in details Bercovitch model of conflict mediation and Fischer Interactive conflict resolution. (23mks)
- 3 (a) What is Anger management?
(b) Discuss with examples the various stages of group development.(23mks)
- 4 (a) "The group process leads to a spirit of cooperation, coordination and commonly understood procedures and mores." Discuss?
(b) Explain the strategies to manage anger? (23mks)
- 5 "The importance of goals and relationship affect how leaders act in conflict situation". Given these two factors, explain in details five styles of managing such conflicts. (23mks)

(1Mark for good expression)