



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

MARCH/APRIL 2014 EXAMINATION

COURSE CODE: PRC 811

COURSE TITLE: THEORIES IN CONFLICT MANAGEMENT

DURATION: 3 Hours

INSTRUCTION: Answer any three (3) questions

1. Identify the different styles of Conflict Management.
23marks
2. Explain the meaning of communication and its centrality to conflict management.

23marks
3. Highlight the various elements of cooperative communication.
23marks
4. Identify the five techniques for creating integrative options
23marks
5. Analyse the four-step involved problem-solving process
23marks