



NATIONAL OPEN UNIVERSITY OF NIGERIA
University Village, Plot 91, Cadastral Zone, Nnamdi Azikiwe Expressway, Jabi Abuja
FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF PEACE STUDIES AND CONFLICT RESOLUTION

2025_2 EXAMINATIONS

COURSE CODE: PCR375

COURSE TITLE: Language and Information Management in Peace and Conflict Resolution

CREDIT UNIT: 3

TIME ALLOWED: 3 Hours

INSTRUCTION: Answer any 4 questions. Each question carries an allocation of 17.5 marks. Total score is 70.

1. (a) What is a theory?
(b) Discuss the theoretical viewpoints of three scholars in communication you have come across in this course. (17.5 marks)
2. (a) Explain the nexus between listening and hearing as components of conflict resolution.
(b) Enumerate the principles of listening in conflict resolution. (17.5 marks)
3. Identify and describe five (5) components or elements of Active Listening that you know (17.5 marks)
4. Vividly explain five types of communication with relevant examples (17.5 marks)
5. (a) Critically Examine the factors determining effective communication in conflict transformation and peacebuilding.
(b) Highlight various channels of communication (17.5 marks).
6. (a) Discuss the similarities and dissimilarities between information and communication. (b) State at least five (5) characteristics of information. (17.5 marks)