



NATIONAL OPEN UNIVERSITY OF NIGERIA
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: PCR811

COURSE TITLE: THEORIES IN CONFLICT MANAGEMENT

CREDIT UNIT: 3

INSTRUCTIONS: Attempt question number one (1) and any other three (3) questions.

Question number one carries 25 marks, while each of the other questions carries 15 marks.

Time Allowed: 3HOURS

1. Define the terms conflict prevention, conflict settlement, conflict management, and conflict resolution and explain the approaches to conflict management.
2. Discuss the three conflict management styles you have studied.
3. Identify and explain four types of intervention that occur before the outbreak of a conflict.
4. Identify and analyse the three types of mediators as outlined by Albert (2001).
5. Analyse the ethical dilemmas in mediation.
6. Enumerate the seven skills and behaviours required for non-adversarial mediation.