

THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF SOCIAL STUDIES
BA IN YOUTH AND COMMUNITY DEVELOPMENT - LEVEL 04
FINAL EXAMINATION – SEMESTER II - 2021/2022
DSU4564 – CONFLICT RESOLUTION STRATEGIES AND SKILLS
DURATION: THREE (03) HOURS ONLY



Date: 28/01/2023

Time: 01.30 p.m - 04.30 p.m

Instructions:

- Answer ONLY five (05) questions
- Each question carries (20) marks.

01. Define what conflict is and explain why understanding conflict from various perspectives is essential to resolving conflict situations.
02. While describing several conflict analysis tools, discuss why context understanding is important in conflict analysis.
03. Define "group conflict" and discuss how relative dominance of two groups affects the kind of conflict, while also considering intergroup dynamics in your own company, nation, or community.
04.
 - i. What is meant by 'Conflict handling styles?' and explain the matrix used by Kenneth Thomas to identify the five conflict handling styles.
 - ii. Describe each of the five conflict management styles that could be employed effectively.
- 05 "Dealing with disagreement is a difficult endeavor". Describe the mechanisms and settlements that can be used to resolve a dispute with acceptable solutions.
- 06 Describe how a dispute can be resolved and return to normalcy while highlighting the importance of peacebuilding.

- 07 Describe the methods used to help parties resolve their disputes as well as the benefits and drawbacks of the fundamental negotiation techniques used in third-party conflict resolution?
- 08 Discuss the main tenets and traits of effective community leadership and how to use them to settle disputes between youth groups.
- 09 "Friendship building is more important than defeating the enemy." Discuss this assertion while discussing how to promote nonviolence in a society.

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