

THE OPEN UNIVERSITY OF SRI LANKA  
DEPARTMENT OF SOCIAL STUDIES  
HIGHER DIPLOMA IN YOUTH DEVELOPMENT - LEVEL 04  
FINAL EXAMINATION – SEMESTER II - 2021/2022  
DSD 4503/SSD2203 – CONFLICT RESOLUTION: STRATEGIES AND  
SKILLS



DURATION: TWO (02) HOURS ONLY

Date: 19/02/2023

Time: 01.30 pm – 03.30 p.m

**Instructions:**

- Answer **ONLY** four (04) questions
  - Each question carries twenty five (25) marks.
  - Please write clearly
- 1) Explain the four ways a conflict can occur. Use any of the theoretical perspectives to justify your answer.
  - 2) There are five conflict handling styles that can be used to resolve a conflict. Discuss how those styles can be used in resolving intra-group conflicts among youth?
  - 3) Discuss how distributive and integrative bargaining skills are important in resolving interpersonal conflicts.
  - 4) Discuss what are the advantages and disadvantages of the basic negotiation processes in third party conflict resolution.
  - 5) What are the successful factors relating to negotiations. Discuss the role played by them in conflict resolution.
  - 6) Discuss how social and cultural factors influence as well as create conflicts among groups?
  - 7) Explain the aspects that can be used to manage conflicts among groups?

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