

THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF SOCIAL STUDIES
HIGHER DIPLOMA IN YOUTH DEVELOPMENT - LEVEL 04
FINAL EXAMINATION – SEMESTER II - 2024/2025
DSD 4503 – CONFLICT RESOLUTION: STRATEGIES AND SKILLS
DURATION: TWO (02) HOURS ONLY



Date: 16/08/2025

Time: 1.30 P.M. – 3.30 P.M.

Instructions:

- **Answer ONLY four (04) questions**
- **Each question carries twenty five (25) marks.**
- **Please write clearly**

1. Define the concept of conflict and explain its significance in understanding challenges in youth development.
2. Briefly outline different perspectives on conflict and explain how they help interpret conflict situations.
3. Identify key sources of conflict and provide examples to illustrate them.
4. Describe a conflict situation among a youth group, and explain the steps that could be taken to resolve it effectively.
5. Describe the advantages and disadvantages of the basic negotiation process for third-party conflict resolution.
6. Explain what 'negotiation' means and explain the basics of good negotiation skills.

7. Explain how negotiation and mediation skills can be used to resolve conflicts between conflicting groups or individuals.
8. Explain what types of strategies can be used to resolve conflicts when consensus cannot be reached between two different groups.
9. Explain with examples the impact of conflict and disagreement on group dynamics (behaviour and activities).

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