



**THE OPEN UNIVERSITY OF SRI LANKA
DIPLOMA IN YOUTH IN DEVELOPMENT WORK
FINAL EXAMINATION – 2005/2006
SECOND SEMESTER – LEVEL IV
MCD 2210 – CONFLICT RESOLUTION, STRATEGIES AND SKILLS**

DATE: 17th June 2006

TIME: 1.30pm – 3.30pm

Answer Question 1 and two others.

1. (a) Define what is meant by conflict and elaborate with appropriate examples.
(b) Explain with examples the four views of the role of conflict in personal relationships and groups.
2. Is conflict inherent in human life? Elaborate your answer using theories on causes of conflict?
3. (a) What are the two dimensions of conflict handling?
(b) Describe the five styles of conflict handling resulting from different combinations of the above two dimensions.
4. Different strategies of conflict handling are used where agreement cannot be reached by consensus. Explain two of the strategies using your own examples.
5. (a) What are the sources of inter- group conflict?
(b) Explain two of these giving examples from your own experience.
6. As a mediator of an inter-group conflict what important aspects should you understand to develop an appropriate intervention? Explain your answer with examples.

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