

**UNIVERSITY OF ESWATINI  
FACULTY OF SOCIAL SCIENCES  
BACHELOR OF ARTS (SOCIAL SCIENCE), YEAR 4**

**RE-SIT EXAMINATION PAPER: JANUARY 2019**

**TITLE OF PAPER: CONFLICT RESOLUTION**

**COURSE CODE: PAD 407**

**TIME ALLOWED: TWO (2) HOURS**

**INSTRUCTIONS:**

- 1. ANSWER TWO (2) QUESTIONS;**
- 2. ALL QUESTIONS CARRY EQUAL MARKS OF TWENTY FIVE (25) EACH**

**THIS PAPER IS NOT TO BE OPENED UNTIL THE INVIGILATOR HAS GRANTED PERMISSION**

**QUESTION 1**

There are a number of tools that can be used to analyse conflict. Choose any three and discuss them in detail.

**QUESTION 2**

Discuss the two main strategies for negotiation and their processes as well as the five different types of negotiators.

**QUESTION 3**

Define conflict resolution and then differentiate between the following terms;

- ❖ Conflict and dispute
- ❖ Conflict and violence
- ❖ Needs and beliefs

**QUESTION 4**

Explain the concept of reconstruction and the process that is involved in carrying out this exercise.