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HRM624 CONFLICT MANAGEMENT QUIZZES2 29-11-2010

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Who said that “It is essential to the sanity of mankind that each should think the other crazy...”?

Select correct option:

Walt Kelly

Neil Johnson

Hillarie Belloc

Emily Dickinson

In a conflict diagram conflict is indicated by _____ with the parties at both ends.

Select correct option:

Circles

Straight lines

One-tailed arrows

A double ended block arrow

_____ allows the user to choose the best blueprint and the best tools to handle a conflict well.

Select correct option:

Conflict diagnosis

Commercial conflict

Conflict resolution

Systematic conflict

(Page 23) Conflict diagnosis allows the user to choose the best blueprint and the best tools to handle a conflict well.

Which of the following provides a rigorous and clear framework for understanding and appreciating the multiple facets of any conflict?

Select correct option:

Commercial conflict

Conflict resolution

Conflict diagnosis

Systematic conflict

Note: These quizzes are solved by student as per best knowledge, not by the teacher. VU Askari Group is not responsible for the contents.

(Page 23) Conflict diagnosis provides a rigorous and clear framework for understanding and appreciating the multiple facets of any conflict.

Of the three levels of trust, _____ trust is the highest level of trust.

Select correct option:

Calculus-based

Experience-based

Knowledge-based

Identification-based

(Page 70) The highest level of trust is identification-based trust.

Which type of trust is founded on information?

Select correct option:

Calculus-based trust

Productive-based trust

Knowledge-based trust

Identification-based trust

(Page 69) The second level of trust is known as knowledge based trust. It is on one disputant's knowledge and understanding of the other disputant.

(Page 70) Trust based on knowledge of the other person's habits, traits, attitudes, principles, and values

The origin of knowledge-based trust is/are:

Select correct option:

Being well acquainted with one another

Intimate & well-functioning family relationships

Investigation & research or a long-term relationship

All of the given options

Trust, based on a calculation, comparing the costs and benefits of creating and sustaining a relationship with the costs and benefits of severing it, is the form of which type of trust?

Select correct option:

Calculus-based trust

Productive-based trust

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Knowledge-based trust
Identification-based trust

Calculus-based trust takes deterrence a step further. This form is grounded not only in the fear of punishment for violating trust, but also in the rewards for preserving it. Trust is based on a calculation— comparing the costs and benefits of creating and sustaining a relationship versus the costs and benefits of severing it

http://www.diamondmc.com/Groups/Resource%20Centre/Diamond%20Resources/comp10_TrustInRelationships.pdf

In which type of trust the control of another person's behavior is central?
Select correct option:

Identification-based trust
Knowledge-based trust
Productive-based trust
Calculus-based trust

Control of another person's behavior is central to calculus-based trust (CBT).

http://www.diamondmc.com/Groups/Resource%20Centre/Diamond%20Resources/comp10_TrustInRelationships.pdf

Business relationships are made up of all of the following components EXCEPT:
Select correct option:

Balanced, neutral fact-finding & evaluation
Restraint of emotional expression
Explicit, detailed agreements
Informality

(Page 72)

A business relationship has following components.

- Explicit and detailed agreements
- **Formal**, preferably written communication
- No sharing of emotion
- Balanced, neutral assessment methods

A conflict revolving around two people perceiving the same event like "an accident" differently is known as _____.
Select correct option:

Resource conflict
Data-type conflict

Note: These quizzes are solved by student as per best knowledge, not by the teacher. VU Askari Group is not responsible for the contents.

Communication conflict
Preferences & nuisances conflict

The faulty perceptions that arise during conflicts are usually thought as:

Select correct option:

Obscure
Obvious
Uncertain
Ambiguous

Processes that combine the attributes of two or more of the major forms of dispute resolution are called:

Select correct option:

Mixed processes
Expert processes
Dynamic processes
Processes evaluation

Which of the following is NOT the motivation of seeking vengeance?

Select correct option:

To prove self worth
To continue further disarray
Rigidity of values & fixity of mind
Disappointment of vengeful disputant

Which of the following can be happened in revengeful culture?

Select correct option:

It is difficult to resolve conflict through ADR
Vengefulness is a simple issue to resolve conflict
Rigidity of values and fixity of mind are rare
Self worth is not important for people

(Page 75)

A disputant who is motivated to seek vengeance is likely to sacrifice the advantages of cooperation to punish the other side. This phenomenon often occurs after a conflict has been in a competitive cycle and has escalated and spread. Disputants have many reasons to seek revenge. e.g.

- Revenge to rectify injustice
- Revenge to prove self worth
- For preventing other disputant from further havoc
- Perception of hostility and hatred
- Vengeance as a difficult impediment to deal with conflict

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- Disappointment of vengeful disputant
- Anger and angry attitude (Rigidity of values/fixity of mind, lack of flexibility and creativity)

Maslow's Needs Theory describes that people need to satisfy different needs which are organized hierarchically and the most basic of these needs is:

Select correct option:

Air, food, shelter & sleep

Love & belongingness

Be a unique individual

Safety & security

Abraham Mazlow believed that the most basic needs are:

Select correct option:

Safety needs

Security needs

Physiological needs

Psychological needs

_____ had been in conflict through out his life and now he is one of the most respected persons in the world.

Select correct option:

Henry Ford

Jimmy Carter

Nelson Mandela

Abraham Lincoln

Efforts to apply alternative blueprints largely fail because:

Select correct option:

There is little support from others

People lack proficiency in using new tools

People try to use old tools to address alternative blueprints

All of the given options

The extreme form of conflict is violence and violence generally hurts _____.

Select correct option:

Rich parties

Poor parties

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Weaker parties

Stronger parties

First stage of Erik Erickson's psychosocial development assumes which of the following challenge of individual's life:

Select correct option:

Trust versus mistrust

Initiative versus guilt

Industry versus inferiority

Autonomy versus doubt & shame

(Page 57) Stage1 (birth to 1 year) – "trust versus mistrust."

Usually the sources of conflict are _____ and many of them are _____.

Select correct option:

Multiple, hidden

Multiple, obvious

Less than 5, hidden

Less than 5, obvious

Which of the following is the least intrusive of third-party processes?

Select correct option:

Arbitration

Negotiation

Conciliation

Adjudication

Maslow's Needs Theory describes that people need to satisfy different needs which are organized hierarchically and the most basic of these needs is:

Select correct option:

Air, food, shelter & sleep

Love & belongingness

Be a unique individual

Safety & security

A conflict which is purely internal and does not involve another person is a(n):

Select correct option:

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Interpersonal conflict

Intrapersonal conflict

Interpretive conflict

Not a conflict

People confronted with conflict in our culture typically react by seeing the situation as a _____ where there can only be one winner.

Select correct option:

Opportunity for change

Win-win situation

Competition

Positive

The main cause of different conception about a same thing is due to the reason that:

Select correct option:

Education levels are different

Family backgrounds are different

People try to conceive what they want

People have different experiences and beliefs

Disputants usually _____ in their perceptual frames of reference.

Select correct option:

Do not differ

Resemble

Differ

Agree

“We have met the enemy and it is us”, quoted by the:

Select correct option:

Ben Okri

Walt Kelly

Mao Zedong

Stuart Hampshire

The American legal system is a(n) _____ process built on the notion that justice is achievable through competition.

Select correct option:

Win-win

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Adversarial

Cooperative

None of the given options

The every new information should be included in Sociogram when ever it receives because:

Select correct option:

It may be most important information

It may help to resolve the conflict

It may be the cause of conflict

All of the given options

Inaccurate _____ about how the other feels can lead to conflict.

Select correct option:

Values

Position

Support

Perceptions

The every new information should be included in Sociogram when ever it receives because:

Select correct option:

It may be most important information

It may help to resolve the conflict

It may be the cause of conflict

All of the given options

People who must be involved in a relationship but who have low levels of trust in one another would be best served by creating a:

Select correct option:

Business relationship

Adversary relationship

Competitive relationship

All of the given options

(Page 72) A business relationship is designed for people who must be involved in a relationship but who have very low levels of trust in each other.

Which of the following type of justice prescribes whether the outcome of a

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conflict is fair?

Select correct option:

Substantive

Procedural

Distributive

Distributive

(Page 54)

Distributive justice is concerned with whether the outcome of a conflict is fair.

Procedural justice refers to the fairness of the process used to reach a given outcome.

_____ justice refers to the fairness of the process.

Select correct option:

Procedural

Distributive

Procedural

Substantive

In a conflict diagram participants are indicated by:

Select correct option:

Double-ended block arrow

One-tailed arrows

Straight lines

Circles

The American legal system is a(n) _____ process built on the notion that justice is achievable through competition.

Select correct option:

Win-win

Adversarial

Cooperative

None of the given options

The faulty perceptions that arise during conflicts are usually thought as:

Select correct option:

Obscure

Obvious

Uncertain

Ambiguous

_____ is similar to the litigation, except that the law underlying recourse to the

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process is regulatory.

Select correct option:

Arbitration

Negotiation

Agency adjudication

None of the given options

(Page 12) Agency adjudication is similar to litigation. Except that the law underlying recourse to the process is regulatory.

The main reason to analyze the interests of agents and advocates is to determine if they have interests adverse to their principal, known as:

Select correct option:

Strategy

Judiciary

Power struggles

Conflicts of interest

Which of the following idea is most relevant to the Deutsch's theory?

Select correct option:

Cooperation is less efficient than competition

Cooperation is destructive while competition is constructive

Cooperation is constructive while competition is destructive

Cooperation causes more duplication of effort than competition

(Page 59) Morton Deutsch's Theory of Constructive and Destructive Conflict

Deutsch's ideas about what makes conflict constructive and destructive are well summarized in his 1973 work, "The Resolution of Conflict: Constructive and Destructive Processes".

1. Conflict is either cooperative or competitive.

2. Cooperation tends to be constructive, and competition tends to be destructive.

3. Cooperation and competition tend to be self-fulfilling prophecies: Perception becomes reality.

4. Cooperation easily turns into competition, but not vice versa.

Which of the following is Not a major type of assisted negotiation?

Select correct option:

Agent

Mediation

Nonbinding Evaluation

None of the given options

Note: These quizzes are solved by student as per best knowledge, not by the teacher. VU Askari Group is not responsible for the contents.

_____ are main source of error of interpretation of a stimulus in conflict diagnosis.

Select correct option:

Intentions

Heuristics

Perceptions

None of the given options

Which of the following is often unconscious to be given good performance in every situation?

Select correct option:

Reinforcement

Determination

Confidence

Motivation

“Believe in yourself, but do not always refuse to believe in others”, is quoted by:

Select correct option:

Boris Alyson

Lewis Carroll

Joaquim Maria

Samuel Godwyn

(Page 71) Believe in yourself, but do not always refuse to believe in others.

Joaquim Maria Machado de Assis (1839 - 1908) Brazilian novelist and short-story writer

All of the following are advantages of understanding the other disputant's interests EXCEPT:

Select correct option:

It ensures user doesn't miss an optimal resolution

It creates greater inflexibility in coming to settlement

It helps user visualize and recognize alternate ways to meet goals

It enables user to evaluate some interests could be met outside the conflict

(Page 49) Purpose of Interest Analysis

Here are some of the purposes of the interest analysis.

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1. It promotes clear thinking and prevents inappropriate decision making resulting from emotional arousal and stress
2. It helps clarify what one wants and needs, and helps the user rank interests in relation to one another
3. It helps user visualize and recognize alternate ways to meet goals
4. It creates greater flexibility in coming to settlement
5. It ensures user isn't diverted by details, hot emotion, heat of the moment, and so on
6. It ensures user doesn't miss an optimal resolution
7. It enables user to evaluate whether some interests could be met outside the conflict

All of the following are advantages of understanding the other disputant's interests EXCEPT:

Select correct option:

It ensures user doesn't miss an optimal resolution

It creates greater flexibility in coming to settlement

It ensures user isn't diverted by details, heat of the moment and so on

It prevents user to evaluate whether some interests could be met outside the conflict

(Page 49) Purpose of Interest Analysis

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5. It ensures user isn't diverted by details, hot emotion, heat of the moment, and so on
6. It ensures user doesn't miss an optimal resolution
7. It enables user to evaluate whether some interests could be met outside the conflict

Generation of options for responding in conflictive situation depends upon:

Select correct option:

Creativity

Thinking out of the box

Thinking level of disputants

All of the given options

“We have met the enemy and it is us”, quoted by the:

Select correct option:

Ben Okri

Walt Kelly

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Mao Zedong
Stuart Hampshire

People confronted with conflict in our culture typically react by seeing the situation as a _____ where there can only be one winner.

Select correct option:

Opportunity for change
Win-win situation
Competition
Positive

_____ had been in conflict through out his life and now he is one of the most respected persons in the world.

Select correct option:

Henry Ford
Jimmy Carter
Nelson Mandela
Abraham Lincoln

A conflict revolving around two people perceiving the same event like "an accident" differently is known as _____.

Select correct option:

Resource conflict
Data-type conflict
Communication conflict
Preferences & nuisances conflict

The American legal system is a(n) _____ process built on the notion that justice is achievable through competition.

Select correct option:

Win-win
Adversarial
Cooperative
None of the given options

Premise Three of Deutsch's theory is that cooperation begets:

Select correct option:

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Exacerbation
Competition
Cooperation
Escalation

(Page 63) Cooperation begets cooperation and competition begets competition.

All of the following are dimensions of person perspective of conflict EXCEPT:
Select correct option:

Joint-disputant
Social disputant
Individual disputant
Institution or society

(Page 23) Person perspective:

- Individual disputant
- Joint-disputant
- System
- Institution or society-wide

Which of the following is a consequence of person prospective under the interpersonal conflict?

Select correct option:

Moral
Systemic
Socialistic
Commercial

(Page 23) Person perspective:

- Individual disputant
- Joint-disputant
- System
- Institution or society-wide

A general negative and competitive approach to conflict is generally considered to be:

Select correct option:

Constructive
Cooperative

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Destructive

Productive

Who love the interpersonal conflicts?

Select correct option:

Conflict fixated

Conflict phobic

Conflict gamer

Conflict obsessed

Disputants usually _____ in their perceptual frames of reference.

Select correct option:

Do not differ

Resemble

Differ

Agree

In identification of interpersonal conflicts it is necessary to identify the:

Select correct option:

Interests

Disputants

Divergent goals

All of the given options

Which of the following is the feature of competitive patterns of perceiving a conflict in organizations?

Select correct option:

It is less destructive political behavior

It results in missed opportunities

It increases the productivity

It results in fewer turnovers

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It results in missed opportunities

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It results in fewer turnovers

All of the following are dimensions of person perspective of conflict EXCEPT:

Select correct option:

Joint-disputant

Social disputant

Individual disputant

Institution or society

In a conflict diagram participants are indicated by:

Select correct option:

Double-ended block arrow

One-tailed arrows

Straight lines

Circles

Many disputes over _____ can mask deeper conflicts.

Select correct option:

Law

Fact

Community

Communication

(Page 39) Many disputes over facts mask other, deeper conflicts.

Which of the following is the process in which an arbitrator issues an award, but keeps it a secret and destroys it if the disputants reach agreement in a subsequent mediation?

Select correct option:

Mediation Arbitration

Arbitration Mediation

Combine Arbitration

Hybrid Mediation

Which of the following is a disagreement or difference of opinion of two persons or two parties?

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Select correct option:

Dispute

- Collision
- Conciliation
- Adjudication

Maslow's Needs Theory describes that people need to satisfy different needs which are organized hierarchically and the most basic of these needs is:

Select correct option:

Air, food, shelter & sleep

- Love & belongingness
- Be a unique individual
- Safety & security

In what type of conflict, the disputant's duplicate efforts gather information?

Select correct option:

- Constructive conflict
- Competitive conflict**
- Cooperative conflict
- Destructive conflict

(Page 62) Row 3 Column 2 Features of Competition while in conflict

Disputants duplicate efforts to gather information because they mistrust one another's effort (inefficient in time, money).

Which of the following is often unconscious to be given good performance in every situation?

Select correct option:

- Reinforcement
- Determination
- Confidence
- Motivation**

In a conflict diagram the purpose of one tailed arrows is to indicate _____ between participants.

Select correct option:

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Communication

Relationships
Participation
Conflicts

The main reason to analyze the interests of agents and advocates is to determine if they have interests adverse to their principal, known as:

Select correct option:

Strategy
Judiciary
Power struggles

Conflicts of interest

The main reason to analyze the interests of agents and advocates is to determine if they have interests adverse to their principal, known as:

Select correct option:

Strategy
Judiciary
Power struggles

Conflicts of interest

_____ are main source of error of interpretation of a stimulus in conflict diagnosis.

Select correct option:

Intentions
Heuristics
Perceptions

None of the given options

Processes that combine the attributes of two or more of the major forms of dispute resolution are called:

Select correct option:

Mixed processes

Expert processes
Dynamic processes

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Processes evaluation

_____ trust comes from any situation in which people become well and so on.

Select correct option:

Calculus-based

Experience-based

Knowledge-based

Identification-based

(Page 71) Knowledge based trust comes from any situation in which people become well and so on.

A conflict which is purely internal and does not involve another person is a(n):

Select correct option:

Interpersonal conflict

Intrapersonal conflict

Interpretive conflict

Not a conflict

A person who acts on behalf of a disputant is known as:

Select correct option:

Agent

Advocate

Councilor

All of the given options

In an interpersonal conflict in which there are disputes about the way a conflict is being handled, the impediment to resolution is:

Select correct option:

Mistrust

Loss aversion

Meta-disputes

Lack of ripeness

(Page 75) Meta Disputes

Meta-disputes are disputes about the way a conflict is being handled. Unresolved and escalating conflict breeds meta-disputes. More the conflict is complex, more the chances of evolving meta-disputes. The best way to deal with meta-disputes is to prevent them.

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The Meta-disputes generally are based on:

Select correct option:

- Anger
- Bad feelings
- Revengeful attitude

Misunderstandings

(PAGE 76) Meta-disputes generally are based on misunderstandings.

All of the following are advantages of understanding the other disputant's interests EXCEPT:

Select correct option:

- Avoidance of later sabotage
- Avoidance of positional bargaining
- Craft proposals the other side wants to accept

Blinding the disputant to any position but their own

Who said, "The shortest and best way to make your fortune is to let people see clearly that is in their best interests to promote yours."

Select correct option:

- Aristotle
- Walt Kelly
- La Bruyere**
- Mark D. Burn

(Page 48) The shortest and best way to make your fortune is to let people see clearly that is in their best interests to promote yours. **La Bruyere**

Which of the following is the feature of competitive patterns of perceiving a conflict in organizations?

Select correct option:

- It is less destructive political behavior
- It results in missed opportunities
- It increases the productivity

It results in fewer turnovers

All of the following are advantages of understanding the other disputant's

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interests EXCEPT:

Select correct option:

It ensures user doesn't miss an optimal resolution

It creates greater inflexibility in coming to settlement

It helps user visualize and recognize alternate ways to meet goals

It enables user to evaluate some interests could be met outside the conflict

Business relationships are made up of all of the following components EXCEPT:

Select correct option:

Balanced, neutral fact-finding & evaluation

Restraint of emotional expression

Explicit, detailed agreements

Informality

All of the following are dimensions of person perspective of conflict EXCEPT:

Select correct option:

Joint-disputant

Social disputant

Individual disputant

Institution or society

_____ are main source of error of interpretation of a stimulus in conflict diagnosis.

Select correct option:

Intentions

Heuristics

Perceptions

None of the given options

In a conflict diagram conflict is indicated by _____ with the parties at both ends.

Select correct option:

Circles

Straight lines

One-tailed arrows

A double ended block arrow

Note: These quizzes are solved by student as per best knowledge, not by the teacher. VU Askari Group is not responsible for the contents.

Abraham Mazlow believed that the most basic needs are:

Select correct option:

Safety needs

Security needs

Physiological needs

Psychological needs

Being in conflict with the wrong person, would be the:

Select correct option:

Misattributed conflict

Misaligned conflict

Misplaced conflict

Displaced conflict

There is a contest among all employees of organization about valuable suggestions for improving policies for employees. Which type of conflict it may be?

Select correct option:

Only destructive

Only constructive

Cooperative but destructive

Competitive but constructive

Focusing only on resource aspects of a conflict leads to:

Select correct option:

Zero-sum thinking

A cooperative approach to resolution

A competitive approach to resolution

Zero-sum thinking & competitive approach to resolution

Which of the following is the least intrusive of third-party processes?

Select correct option:

Arbitration

Negotiation

Conciliation

Adjudication

The extreme form of conflict is violence and violence generally hurts _____.

Select correct option:

Rich parties

Poor parties

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Weaker parties

Stronger parties

Premise Three of Deutsch's theory is that cooperation begets:

Select correct option:

Exacerbation

Competition

Cooperation

Escalation

'A man's greatest battles are the ones he fights within himself', is quoted by the:

Select correct option:

Ben Okri

Walt Kelly

Stuart Hampshire

None of the given options

(Page 1) A man's greatest battles are the ones he fights within himself.

Ben Okri (1959)

Which one of the following mainly shows individuals and their relationships to one another?

Select correct option:

Sociomap

Sociogram

Interception

Determination

All of the following are dimensions of person perspective of conflict EXCEPT:

Select correct option:

Joint-disputant

Social disputant

Individual disputant

Institution or society

Children with _____ parents are more likely to learn all disputants matter in a conflict.

Select correct option:

Authoritative

Tolerant

Permissive

Strict

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Which of the following is NOT the motivation of seeking vengeance?

Select correct option:

To prove self worth

To continue further disarray

Rigidity of values & fixity of mind

Disappointment of vengeful disputant

(Page 75)

A disputant who is motivated to seek vengeance is likely to sacrifice the advantages of cooperation to punish the other side. This phenomenon often occurs after a conflict has been in a competitive cycle and has escalated and spread. Disputants have many reasons to seek revenge. e.g.

- Revenge to rectify injustice
- Revenge to prove self worth
- For preventing other disputant from further havoc
- Perception of hostility and hatred
- Vengeance as a difficult impediment to deal with conflict
- Disappointment of vengeful disputant
- Anger and angry attitude (Rigidity of values/fixity of mind, lack of flexibility and creativity)

All of the following are advantages of understanding the other disputant's interests EXCEPT:

Select correct option:

Avoidance of later sabotage

Avoidance of positional bargaining

Craft proposals the other side wants to accept

Blinding the disputant to any position but their own

Which one of the following mainly shows individuals and their relationships to one another?

Select correct option:

Sociomap

Sociogram

Interception

Determination

One standing in the shoes of a disputant during an interpersonal conflict, acting for the disputant is called:

Select correct option:

Agent

Principal

Advocate

Stakeholder

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Ten themes of conflict diagnosis are helpful in:

Select correct option:

Understanding nature of conflict

Making better use of ADR

Resolving conflict

All of the given options

Which of the following is the process in which an arbitrator issues an award, but keeps it a secret and destroys it if the disputants reach agreement in a subsequent mediation?

Select correct option:

Mediation Arbitration

Arbitration Mediation

Combine Arbitration

Hybrid Mediation

Maslow's Needs Theory describes that people need to satisfy different needs which are organized hierarchically and the most basic of these needs is:

Select correct option:

Air, food, shelter & sleep

Love & belongingness

Be a unique individual

Safety & security

A general negative and competitive approach to conflict is generally considered to be:

Select correct option:

Constructive

Cooperative

Destructive

Productive

In an interpersonal conflict where a disputant puts so much time, money and energy into the conflict that it seems wasteful to cancel, the impediment to resolution is:

Select correct option:

Over commitment & entrapment

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Excluded stakeholders
Jackpot syndrome
Lack of ripeness

(Page 79) A disputant over-commits when he or she pours so much time, money, and energy into preparing for a battle that it is seemingly wasteful to back out of the project

Which of the following is/are always a social stimulus?

Select correct option:

Verbal
Nonverbal
Contextual

All of the given options

Which of the following type of justice prescribes whether the outcome of a conflict is fair?

Select correct option:

Substantive
Procedural

Distributive
Distributive

Conflicts involving _____ matters are more difficult to resolve.

Select correct option:

Personal
Monetary
Intangible

All of the given options(corrected)

_____ had been in conflict through out his life and now he is one of the most respected persons in the world.

Select correct option:

Henry Ford
Jimmy Carter
Nelson Mandela
Abraham Lincoln

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People confronted with conflict in our culture typically react by seeing the situation as a _____ where there can only be one winner.

Select correct option:

Opportunity for change

Win-win situation

Competition

Positive

All of the following are steps which might influence the conflict cycle EXCEPT:

Select correct option:

Establishing ground rules for civility

Pointing out areas of agreement

Using competitive language

Assigning joint tasks

“Believe in yourself, but do not always refuse to believe in others”, is quoted by:

Select correct option:

Boris Alyson

Lewis Carroll

Joaquim Maria

Samuel Godwyn

When the disputants are not fighting about what's really bothering them, the conflict would be:

Select correct option:

Displaced conflict

Misplaced conflict

Misaligned conflict

Misattributed conflict

(Page 46)

Type of Conflict	Explanation	Example
------------------	-------------	---------

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Displaced conflict	There is an unacknowledged conflict; the disputants are disputing over something else.	Business partners who have an unacknowledged conflict over the allocation of rights and responsibilities dispute about a minor aspect of the business.
--------------------	--	--

Maslow's Needs Theory describes that people need to satisfy different needs which are organized hierarchically and the most basic of these needs is:
Select correct option:

Air, food, shelter & sleep

Love & belongingness
Be a unique individual
Safety & security

The employee and his manager have a disagreement. You are analyzing the situation as a mediator and your main focus will be that how the concerns of other employees affected by:
Select correct option:

Advocate's interests
Disputant's interests
Advocate of other disputant's interests
Constituents & stake holder's interests

In a conflict diagram the purpose of one tailed arrows is to indicate _____ between participants.
Select correct option:

Communication

Relationships
Participation
Conflicts
Ten themes of conflict diagnosis are helpful in:
Select correct option:

Understanding nature of conflict
Making better use of ADR
Resolving conflict

All of the given options

Note: These quizzes are solved by student as per best knowledge, not by the teacher. VU Askari Group is not responsible for the contents.

Where each disputant believes that the existing conflict is due to a different cause, it is considered as:

Select correct option:

Threats to self-concept & world view

Differing attributions of causation

Differences in conflict orientation

Conflicts over deeply held values

First stage of Erik Erickson's psychosocial development assumes which of the following challenge of individual's life:

Select correct option:

Trust versus mistrust

Initiative versus guilt

Industry versus inferiority

Autonomy versus doubt & shame

Which of the following is NOT a common form of resolving conflict?

Select correct option:

Negotiation

Arbitration

Meditation

Litigation

Many disputes over _____ can mask deeper conflicts.

Select correct option:

Law

Fact

Community

Communication

Which of the following is the feature of competitive patterns of perceiving a conflict in organizations?

Select correct option:

It is less destructive political behavior

It results in missed opportunities

Note: These quizzes are solved by student as per best knowledge, not by the teacher. VU Askari Group is not responsible for the contents.

It increases the productivity

It results in fewer turnovers

“Believe in yourself, but do not always refuse to believe in others”, is quoted by:

Select correct option:

Boris Alyson

Lewis Carroll

Joaquim Maria

Samuel Godwyn

(Page 71) Believe in yourself, but do not always refuse to believe in others.

Joaquim Maria Machado de Assis (1839 - 1908) Brazilian novelist and short-story writer

In a conflict diagram conflict is indicated by _____ with the parties at both ends.

Select correct option:

Circles

Straight lines

One-tailed arrows

A double ended block arrow

A conflict revolving around two people perceiving the same event like "an accident" differently is known as _____.

Select correct option:

Resource conflict

Data-type conflict

Communication conflict

Preferences & nuisances conflict

The faulty perceptions that arise during conflicts are usually thought as:

Select correct option:

Obscure

Obvious

Uncertain

Ambiguous

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All of the following are advantages of understanding the other disputant's interests EXCEPT:

Select correct option:

Avoidance of later sabotage

Avoidance of positional bargaining

Craft proposals the other side wants to accept

Blinding the disputant to any position but their own

Interpersonal conflict tends to be _____.

Select correct option:

Self-conscious

Self-committed

Self-fulfilling

All of the given options

All of the following are steps which might influence the conflict cycle EXCEPT:

Select correct option:

Establishing ground rules for civility

Pointing out areas of agreement

Using competitive language

Assigning joint tasks

One of the four basic tenets of Morton Deutsch's Theory of constructive or destructive conduct is that conflict is either cooperative or:

Select correct option:

Individualistic

Constructive

Competitive

Destructive

People who must be involved in a relationship but who have low levels of trust in one another would be best served by creating a:

Select correct option:

Business relationship

Adversary relationship

Competitive relationship

All of the given options

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_____ had been in conflict through out his life and now he is one of the most respected persons in the world.

Select correct option:

Henry Ford
Jimmy Carter
Nelson Mandela
Abraham Lincoln

In which of the following people who take a position, particularly when they do so publicly paint themselves into a corner?

Select correct option:

Communication
Negotiation
Publication
Bargaining

Disputants usually _____ in their perceptual frames of reference.

Select correct option:

Do not differ
Resemble
Differ
Agree

All of the following are advantages of understanding the other disputant's interests EXCEPT:

Select correct option:

Avoidance of later sabotage
Avoidance of positional bargaining
Craft proposals the other side wants to accept
Blinding the disputant to any position but their own

In identification of interpersonal conflicts it is necessary to identify the:

Select correct option:

Interests
Disputants
Divergent goals
All of the given options

A general negative and competitive approach to conflict is generally considered

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to be:

Select correct option:

- Constructive
- Cooperative
- Destructive**
- Productive

Abraham Mazlow believed that the most basic needs are:

Select correct option:

- Safety needs
- Security needs
- Physiological needs**
- Psychological needs

_____ justice refers to the fairness of the process.

Select correct option:

- Procedural**
- Distributive
- Procedural**
- Substantive

Being in conflict with the wrong person, would be the:

Select correct option:

- Misattributed conflict**
- Misaligned conflict
- Misplaced conflict
- Displaced conflict

(Page 47)

Conflict Type: Misattributed conflict

Explanation: There is an unacknowledged conflict; one Disputant picks a fight with someone else.

Example: A teen living in the inner city under circumstances of grinding poverty, loses his temper and fights with a neighbour.

Who are engaged in positional bargaining tends to focus their attention only on the issue represented by the position?

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Select correct option:

Agents
Friends
Principals
Disputants
duasmile: 1

Which of the following is the process in which an arbitrator issues an award, but keeps it a secret and destroys it if the disputants reach agreement in a subsequent mediation?

Select correct option:

Mediation Arbitration
Arbitration Mediation
Combine Arbitration
Hybrid Mediation

Which one of the following mainly shows individuals and their relationships to one another?

Select correct option:

Sociomap
Sociogram
Interception
Determination

_____ justice refers to the fairness of the process.

Select correct option:

Procedural
Distributive
Procedural
Substantive

The interest of the landlord is always opposed to the interests of every other class in the community, is quoted by:

Select correct option:

La Bruyere
S. T. Johns

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David Ricardo

Lord Palmerston

(Page 50) The interest of the landlord is always opposed to the interests of every other class in the community. **David Ricardo (1772 - 1823)** British political economist

In what type of conflict, the disputant's duplicate efforts gather information?

Select correct option:

Constructive conflict

Competitive conflict

Cooperative conflict

Destructive conflict

(Page 62) Row 3 Column 2 Features of Competition while in conflict

Disputants duplicate efforts to gather information because they mistrust one another's effort (inefficient in time, money).

Maslow's Needs Theory describes that people need to satisfy different needs which are organized hierarchically and the most basic of these needs is:

Select correct option:

Air, food, shelter & sleep

Love & belongingness

Be a unique individual

Safety & security

In an interpersonal conflict in which there are disputes about the way a conflict is being handled, the impediment to resolution is:

Select correct option:

Mistrust

Loss aversion

Meta-disputes

Lack of ripeness

A dispute in which some of the contentions can be expressed as a cause of action or as a defense to a cause of action is known as:

Select correct option:

War

Collision

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Legal dispute

Fender-Bender

A general negative and competitive approach to conflict is generally considered to be:

Select correct option:

Constructive

Cooperative

Destructive

Productive

Where each disputant believes that the existing conflict is due to a different cause, it is considered as:

Select correct option:

Threats to self-concept & world view

Differing attributions of causation

Differences in conflict orientation

Conflicts over deeply held values

_____ justice refers to the fairness of the process.

Select correct option:

Procedural

Distributive

Procedural

Substantive

After having received social stimuli, people assign meaning to what they have experienced which is known as:

Select correct option:

Interpretation

Perception

Reception

Stimulus

(Page 29) Disputant receives the social stimulus with his or her senses

Remember that receiving the stimulus is only the first part of **perception** – the other essential part is **interpretation**. Stimulus reception can be prone to error.

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Which of the following idea is most relevant to the Deutsch's theory?

Select correct option:

Cooperation is less efficient than competition

Cooperation is destructive while competition is constructive

Cooperation is constructive while competition is destructive

Cooperation causes more duplication of effort than competition

(Page 59) Morton Deutsch's Theory of Constructive and Destructive Conflict

Deutsch's ideas about what makes conflict constructive and destructive are well summarized in his 1973 work, "The Resolution of Conflict: Constructive and Destructive Processes".

1. Conflict is either cooperative or competitive.

2. Cooperation tends to be constructive, and competition tends to be destructive.

3. Cooperation and competition tend to be self-fulfilling prophecies: Perception becomes reality.

4. Cooperation easily turns into competition, but not vice versa.

Various negative emotions affect negotiation outcomes. The most common negative emotion identified by the researchers is:

Select correct option:

Fear

Anger

Anxiety

Rage

Which of the following is the process in which an arbitrator issues an award, but keeps it a secret and destroys it if the disputants reach agreement in a subsequent mediation?

Select correct option:

Mediation Arbitration

Arbitration Mediation

Combine Arbitration

Hybrid Mediation

Which of the following is a disagreement or difference of opinion of two persons or two parties?

Select correct option:

Dispute

Collision

Conciliation

Adjudication

The employee and his manager have a disagreement. You are analyzing the

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situation as a mediator and your main focus will be that how the concerns of other employees affected by:

Select correct option:

Advocate's interests

Disputant's interests

Advocate of other disputant's interests

Constituents & stake holder's interests

Premise Three of Deutsch's theory is that cooperation begets:

Select correct option:

Exacerbation

Competition

Cooperation

Escalation

In a conflict diagram conflict is indicated by _____ with the parties at both ends.

Select correct option:

Circles

Straight lines

One-tailed arrows

A double ended block arrow

Trust, based on a calculation, comparing the costs and benefits of creating and sustaining a relationship with the costs and benefits of severing it, is the form of which type of trust?

Select correct option:

Calculus-based trust

Productive-based trust

Knowledge-based trust

Identification-based trust

Of the three levels of trust, _____ trust is the highest level of trust.

Select correct option:

Calculus-based

Experience-based

Knowledge-based

Identification-based

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Which type of trust is founded on information?

Select correct option:

- Calculus-based trust
- Productive-based trust
- Knowledge-based trust**
- Identification-based trust

Which of the following is the feature of competitive patterns of perceiving a conflict in organizations?

Select correct option:

- It is less destructive political behavior
- It results in missed opportunities
- It increases the productivity
- It results in fewer turnovers**

When one disputant is doing something which harms or bothers the other, it is a _____.

Select correct option:

- Preferences & nuisances conflict**
- Communication conflict
- Data-type conflict
- Resource conflict

(Page 40)

Conflict type	Explanation	Example
Preferences and nuisances	One disputant's behaviour disturbs the other.	Factory runoff pollutes the stream of a landowner who loves to fish.

Conflicts involving _____ matters are more difficult to resolve.

Select correct option:

- Personal
- Monetary
- Intangible
- All of the given options**

Which of the following can be happened in revengeful culture?

Select correct option:

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It is difficult to resolve conflict through ADR

Vengefulness is a simple issue to resolve conflict
Rigidity of values and fixity of mind are rare
Self worth is not important for people

A person who acts on behalf of a disputant is known as:

Select correct option:

Agent

Advocate
Councilor
All of the given options

Which of the following provides a rigorous and clear framework for understanding and appreciating the multiple facets of any conflict?

Select correct option:

Commercial conflict
Conflict resolution
Conflict diagnosis
Systematic conflict

'An ounce of mediation is worth a pound of arbitration and a ton of litigation', is quoted by:

Select correct option:

Belly Shield
Stuart Hampshire
Joseph Grynbaum
Sandra Day O'Connor

Which of the following is the least intrusive of third-party processes?

Select correct option:

Arbitration
Negotiation
Conciliation
Adjudication

Which of the following is creating sense that the other 'disputant' is threatening to one's well being and goals?

Select correct option:

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Fear
Anger
Satisfaction
Stress

One standing in the shoes of a disputant during an interpersonal conflict, acting for the disputant is called:

Select correct option:

Agent
Principal
Advocate
Stakeholder

Who love the interpersonal conflicts?

Select correct option:

Conflict fixated
Conflict phobic
Conflict gamer
Conflict obsessed

“There are two educations; one should teach us how to make a living and the other how to live”, is quoted by:

Select correct option:

John Adams
John Howard
Andrew Simian
Andrew Bernstein

“Believe in yourself, but do not always refuse to believe in others”, is quoted by:

Select correct option:

Boris Alyson
Lewis Carroll
Joaquim Maria
Samuel Godwyn

All of the following are advantages of understanding the other disputant's

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interests EXCEPT:

Select correct option:

It ensures user doesn't miss an optimal resolution

It creates greater flexibility in coming to settlement

It ensures user isn't diverted by details, heat of the moment and so on

It prevents user to evaluate whether some interests could be met outside the conflict

The extreme form of conflict is violence and violence generally hurts _____.

Select correct option:

Rich parties

Poor parties

Weaker parties

Stronger parties

First stage of Erik Erickson's psychosocial development assumes which of the following challenge of individual's life:

Select correct option:

Trust versus mistrust

Initiative versus guilt

Industry versus inferiority

Autonomy versus doubt & shame

(Page 57) Stage1 (birth to 1 year) – "trust versus mistrust."

Conflict is the source of _____ change.

Select correct option:

Personal & social

Political & legal

Hierarchical & political

Global & social

One standing in the shoes of a disputant during an interpersonal conflict, acting for the disputant is called:

Select correct option:

Agent

Principal

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Advocate
Stakeholder

In which of the following people who take a position, particularly when they do so publicly paint themselves into a corner?

Select correct option:

Communication
Negotiation
Publication
Bargaining

Which of the following is creating sense that the other 'disputant' is threatening to one's well being and goals?

Select correct option:

Fear
Anger
Satisfaction
Stress

Which of the following type of justice prescribes whether the outcome of a conflict is fair?

Select correct option:

Substantive
Procedural
Distributive
Distributive

Which type of trust is founded on information?

Select correct option:

Calculus-based trust
Productive-based trust
Knowledge-based trust
Identification-based trust

'An ounce of mediation is worth a pound of arbitration and a ton of litigation', is quoted by:

Select correct option:

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Belly Shield
Stuart Hampshire
Joseph Grynbaum
Sandra Day O'Connor

After having received social stimuli, people assign meaning to what they have experienced which is known as:

Select correct option:

Interpretation

Perception
Reception
Stimulus

Which of the following type of justice prescribes whether the outcome of a conflict is fair?

Select correct option:

Substantive
Procedural

Distributive
Distributive'

_____ justice refers to the fairness of the process.

Select correct option:

Procedural

Distributive
Procedural
Substantive

Many disputes over _____ can mask deeper conflicts.

Select correct option:

Law

Fact

Community
Communication

A general negative and competitive approach to conflict is generally considered to be:

Select correct option:

Constructive

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Cooperative
Destructive
Productive

Which of the following provides a rigorous and clear framework for understanding and appreciating the multiple facets of any conflict?

Select correct option:

Commercial conflict
Conflict resolution
Conflict diagnosis
Systematic conflict

The attitude that allows for risk taking behavior is known as:

Select correct option:

Trust
Mistrust
Cooperation
Competition

(Page 67) Trust can be defined as a state of mind in which a person believes that another person intends to be helpful and, accordingly, that it is appropriate to take risks in the relationship.

In a conflict diagram the purpose of one tailed arrows is to indicate _____ between participants.

Select correct option:

Communication
Relationships
Participation
Conflicts

The diagram which is designed to show the relationships among the various aspects of the participants' interest is known as a/an:

Select correct option:

Family tree
Interest tree
Diagrammatic
Interest picture

(Page 145) An exploration of the client's underlying interests and goals, as well as the other disputants likely goals and interests (it is helpful analytically to use interest trees)

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Who said, “The shortest and best way to make your fortune is to let people see clearly that is in their best interests to promote yours.”

Select correct option:

Aristotle

Walt Kelly

La Bruyere

Mark D. Burn

(Page 48) The shortest and best way to make your fortune is to let people see clearly that is in their best interests to promote yours. La Bruyere

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All of the following are advantages of understanding the other disputant's interests EXCEPT:

Select correct option:

It ensures user doesn't miss an optimal resolution

It creates greater inflexibility in coming to settlement

It helps user visualize and recognize alternate ways to meet goals

It enables user to evaluate some interests could be met outside the conflict

Which of the following is NOT the motivation of seeking vengeance?

Select correct option:

To prove self worth

To continue further disarray

Rigidity of values & fixity of mind

Disappointment of vengeful disputant

Where each disputant believes that the existing conflict is due to a different cause, it is considered as:

Select correct option:

Threats to self-concept & world view

Differing attributions of causation

Differences in conflict orientation

Conflicts over deeply held values

Note: These quizzes are solved by student as per best knowledge, not by the teacher. VU Askari Group is not responsible for the contents.

Which of the following is the process in which an arbitrator issues an award, but keeps it a secret and destroys it if the disputants reach agreement in a subsequent mediation?

Select correct option:

Mediation Arbitration

Arbitration Mediation

Combine Arbitration

Hybrid Mediation

One standing in the shoes of a disputant during an interpersonal conflict, acting for the disputant is called:

Select correct option:

Agent

Principal

Advocate

Stakeholder

“We have met the enemy and it is us”, quoted by the:

Select correct option:

Ben Okri

Walt Kelly

Mao Zedong

Stuart Hampshire

In an interpersonal conflict where a disputant puts so much time, money and energy into the conflict that it seems wasteful to cancel, the impediment to resolution is:

Select correct option:

Over commitment & entrapment

Excluded stakeholders

Jackpot syndrome

Lack of ripeness

_____ the sources of conflict can greatly help improve the chances of resolving the conflict.

Select correct option:

Organizing

Understanding

Understanding & conceptually organizing

All of the given options

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In a conflict diagram the purpose of one tailed arrows is to indicate _____ between participants.

Select correct option:

Communication

Relationships
Participation
Conflicts

The extreme form of conflict is violence and violence generally hurts _____.

Select correct option:

Rich parties
Poor parties

Weaker parties

Stronger parties

In what type of conflict, the disputant's duplicate efforts gather information?

Select correct option:

Constructive conflict

Competitive conflict

Cooperative conflict
Destructive conflict

(Page 62) Row 3 Column 2 Features of Competition while in conflict

Disputants duplicate efforts to gather information because they mistrust one another's effort (inefficient in time, money).

Which of the following is the least intrusive of third-party processes?

Select correct option:

Arbitration
Negotiation

Conciliation

Adjudication

In which type of trust the control of another person's behavior is central?

Select correct option:

Identification-based trust
Knowledge-based trust
Productive-based trust

Calculus-based trust

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Control of another person's behavior is central to calculus-based trust (CBT).

http://www.diamondmc.com/Groups/Resource%20Centre/Diamond%20Resources/camp10_TrustInRelationships.pdf

The parties in conflict believe they have _____ goals.

Select correct option:

Clear

Compatible

Dependable

Incompatible

Where each disputant believes that the existing conflict is due to a different cause, it is considered as:

Select correct option:

Threats to self-concept & world view

Differing attributions of causation

Differences in conflict orientation

Conflicts over deeply held values

Which of the following provides a rigorous and clear framework for understanding and appreciating the multiple facets of any conflict?

Select correct option:

Commercial conflict

Conflict resolution

Conflict diagnosis

Systematic conflict

The main reason to analyze the interests of agents and advocates is to determine if they have interests adverse to their principal, known as:

Select correct option:

Strategy

Judiciary

Power struggles

Conflicts of interest

All of the following are advantages of understanding the other disputant's interests EXCEPT:

Select correct option:

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It ensures user doesn't miss an optimal resolution

It creates greater inflexibility in coming to settlement

It helps user visualize and recognize alternate ways to meet goals

It enables user to evaluate some interests could be met outside the conflict

Which of the following is the least intrusive of third-party processes?

Select correct option:

Arbitration

Negotiation

Conciliation

Adjudication

_____ are main source of error of interpretation of a stimulus in conflict diagnosis.

Select correct option:

Intentions

Heuristics

Perceptions

None of the given options

In a conflict diagram participants are indicated by:

Select correct option:

Double-ended block arrow

One-tailed arrows

Straight lines

Circles

Which type of trust is founded on information?

Select correct option:

Calculus-based trust

Productive-based trust

Knowledge-based trust

Identification-based trust

Who said, "The shortest and best way to make your fortune is to let people see clearly that is in their best interests to promote yours."

Select correct option:

Aristotle

Walt Kelly

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La Bruyere

Mark D. Burn

In which of the following people who take a position, particularly when they do so publicly paint themselves into a corner?

Select correct option:

Communication

Negotiation

Publication

Bargaining

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Excluded stakeholders

Jackpot syndrome

Lack of ripeness

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Sociogram

Interception

Determination

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Select correct option:

Agents

Friends

Principals

Disputants

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Select correct option:

Constructive conflict

Competitive conflict

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Cooperative conflict
Destructive conflict

“We have met the enemy and it is us”, quoted by the:
Select correct option:

Ben Okri
Walt Kelly
Mao Zedong
Stuart Hampshire

A general negative and competitive approach to conflict is generally considered to be:
Select correct option:

Constructive
Cooperative
Destructive
Productive

Focusing only on resource aspects of a conflict leads to:
Select correct option:

Zero-sum thinking
A cooperative approach to resolution
A competitive approach to resolution
Zero-sum thinking & competitive approach to resolution

BEST OF LUCK!!!

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