# HRM624 CONFLICT MANAGEMENT
## QUIZ 4 SOLVED BY Admin Rajpoot & Dua Smile
## VU ASKARI TEAM www.vuaskari.com

**The propensity to judge people is based on:**
Select correct option:

**Stereotype**
Diversity
Culture
Power

**Issues which arise from the unwarranted belief that someone from a different culture is exactly like you, are:**
Select correct option:

**Stereotyping**
Cultural
Diversity
Power

*http://en.wikipedia.org/wiki/Stereotype*

Sociologists focus on the relations among groups and the of different groups in a social structure. Psychoanalytically-oriented humanists have argued (e.g., Sander Gilman) that stereotypes, *by definition*, are representations that are not accurate, but a projection of one to another.

**A stereotype is a sort of a bundle of _____ that enable people to predict behavior of others.**
Select correct option:
Ideas
Logics
**Beliefs**
Reality

(Page 101) People of a belief tend to confirm group's stereotypes.

**Note: Solved by VU Askari Group students, not by teachers**

**Stereotypes are often:**

Select correct option:

Accurate, leading a right decision

Accurate but may result in leading towards a wrong direction

**Wrong, leading to strategic errors**

Wrong but may result in leading to a right direction

(Page 99) Effect of stereotypes

Two major problems exist with this sort of attribution.

The attribution that one makes as the result of stereotyping may be totally wrong.

It is shameful to be stereotyped.

**A major problem with stereotyping is that:**

Select correct option:

It is honored to be stereotyped

**The attributions one makes may be totally wrong**

Stereotypes are usually correct

It is based on logic

**It is a ___ issue when cultural, racial, ethnic, or gender-based inequalities in power affect the process and outcome of a conflict.**

Select correct option:

**Stereotyping**

Cultural

Diversity

Power

**Stereotyping is more likely to occur in situations of _____ .**

Select correct option:

**Fatigue**

No stressful situations

Familiarity with the other person

All of the given options

**Note: Solved by VU Askari Group students, not by teachers**

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**Why People Stereotype**
The effect of stress and situational complexity; the more stressful the situation, the more likely it is that stereotyping will occur
Interpersonal conflict tends to be an inherently stressful and complex situation that tends to impose a high degree of cognitive load.
**Fatigue,** illness, hunger, and intense emotion; personal factors contribute to cognitive load. It also affects the propensity to stereotype.
• Unfamiliarity with the other person

All human beings stereotype. The propensity to judge people based on stereotype is general practice. It is in human cognitive system. page 99

**Which group of stereotyping based on the attribution of thoughts, qualities, behaviors and attitudes to others?**
Select correct option:

**Social group**
Ethnic group
Cultural group
Religious group

**Page 99**

1. The first category is stereotyping. Stereotyping is the attribution of thoughts, qualities, behaviors, and attitudes to others based on their categorization into a social group.

**The understanding of stereotyping can help towards resolving the _____.**
Select correct option:

**Interpersonal conflict**
Intrapersonal conflict
Street crimes
Civil wars

Page 99

Stereotypes are part of human cognition and they are an important component of human relations and interpersonal conflict. The understanding of stereotyping can help avoid conflict and also towards resolving the interpersonal conflict.

**Note: Solved by VU Askari Group students, not by teachers**

**Extending a pre assumed perception and confirming it with small piece of information is which type of mental process of stereotyping?**
Select correct option:

Selecting Weighting Processes
Stereotype over interpretation
**Stereotype-consistent perception**
Explaining away

Page 101

Stereotype-consistent perception Ambiguous situations are interpreted in a way that confirms stereotypes

**In stereotyping, when we get information which is not consistent with our own perceived views, and we try to prove that information wrong and reconfirm our own views then we are:**
Select correct option:

Ignoring
**Explaining away**
Memory intrusion
Challenging

Explaining away Stereotype inconsistent behavior is explained as either a
fluke or a result of special circumstances, whereas
stereotype consistent behavior is attributed to innate
qualities page 101

**Overly emphasizing on a piece of information which is consistent with the perceived information and ignoring the one which is not consistent is which type of mental process of stereotyping?**
Select correct option:
**Selecting Weighting Processes**
Stereotype over interpretation
Stereotype-consistent perception
Explaining away

**Note: Solved by VU Askari Group students, not by teachers**

Selecting Weighting Processes Stereotype-consistent events are attributed greater importance than stereotype inconsistent events

Stereotype inconsistent traits are ignored, allowing the stereotype to go unchallenged

**Impressions formed about people that are formed from scratch are a type of impression called:**
Select correct option:

Data processing
**Systemic processing**
Category based processing
Detail processing

When peoples are forming impressions about people and things in the world, they either gather the information they need "from scratch" or draw inferences about the person by fitting him/ her into various categories, including his/her own social category. The former type of impression formation is called **systematic processing**, whereas the latter is called **category-based processing**. Page 102

**Getting information form scratch is called:**
Select correct option:

**Systematic processing**
Category based processing
Dual processing
Group processing

When peoples are forming impressions about people and things in the world, they either gather the information they need "from scratch" or draw inferences about the person by fitting him/ her into various categories, including his/her own social category. The former type of impression formation is called **systematic processing**, whereas the latter is called **category-based processing**. Page 102

**Note: Solved by VU Askari Group students, not by teachers**

**Usually we use category based information because systematic information gathering is:**
Select correct option:

Unreliable
Not available
**Slow**
Accurate
page 102

Dual-process theory predicts that category-based processing will be used, anyway, **if there are insufficient resources (time ,energy, attention) to devote to systematic impression formation,** Why because, without sufficient resources to process systematically, category based processing provides the best available prediction of what others will do

**Impressions formed about people who are based upon fitting the person into various categories are a type of impression, called:**
Select correct option:

Data processing
Detail processing
Systemic processing
**Category based processing**

**_____ processing is faster and easier.**
Select correct option:
**Category-based**
Systematic
Dual
Group

**BATNA:**
Select correct option:

**Is a measure of how an individual's environmental and personal power contribute**
Is usually unable to give the disputant a clear picture of how much ability one has
Is unable to protect disputant and his or her team from making irrational choices
Forbids team to accept a deal better than the BATNA

**Note: Solved by VU Askari Group students, not by teachers**

**BATNA:**

Select correct option:

Causes undue pressure into settlement

Is usually unable to give the disputant a clear picture of how much ability one has to get ones underlying interests and needs met

**Protects disputant and his or her team from making irrational choices**

Forbids team to accept a deal better than the BATNA

Knowing, the BATNA protects a disputant, and the team, from irrational action. Page 94

**BATNA:**

Select correct option:

Causes undue pressure into settlement

**Gives the disputant a clear picture of how much ability one has to get ones underlying interests and needs met**

Is unable to protect disputant and his or her team from making irrational choices

Forbids team to accept a deal better than the BATNA

Page 95 **Conduct an Interest Analysis** BATNA assessment begins with an interest analysis. Why? Because there is no way to determine which alternative to negotiation is best without a clear picture of the disputant's interest, needs, and goals

**BATNA:**

Select correct option:

**Prevent being unduly pressured into settlement**

Is usually unable to give the disputant a clear picture of how much ability one has to get ones underlying interests and needs met

Is unable to protect disputant and his or her team from making irrational choices

Forbids team to accept a deal better than the BATNA

**In assessing the BATNA:**

Select correct option:

We can access BATNA in any order

Interest analysis comes after choosing the alternative of ways of negotiation

Fine-tunes the alternatives comes after the realistic assessment of each alternative

**Brainstorming the alternatives to a negotiated agreement comes before regular assessment of BATNA**

Assessing the BATNA
BATNA assessment follows a six-step process.
1. Conduct an Interest Analysis
2. Brainstorm the Alternatives to a Negotiated Agreement
3. Fine-tunes the Alternatives
4. Assess Each Alternative Realistically
5. Choose the best alternative
6. Regularly Reassess the BATNA

**The first step to assessing one's best alternative to a negotiated agreement (BATNA) is:**
Select correct option:

Assessing the alternatives
Fine tuning the alternatives
Choosing the best alternative
**Conducting an interest analysis**

**The main problem with relying on BATNAs is that:**
Select correct option:
They are not useful
Using them almost invariably causes conflict to escalate out of control
Using them often leads to poor outcomes
**They can sometimes be very expensive or hard to determine accurately**

**Personal power and environmental power are relevant in which stage of BATNA assessment?**
Select correct option:
Conduct an Interest Analysis
Brainstorm the Alternatives to a Negotiated Agreement
**Fine-tunes the Alternatives**
Assess Each Alternative Realistically

Page 95 **Fine-tunes the Alternatives** Develop a list of alternatives to a negotiated agreement. Personal power and environmental power are highly relevant to this stage of BATNA analysis.

**Interpersonal conflict tends to be _____.**
Select correct option:

<span style="color:red">**Note: Solved by VU Askari Group students, not by teachers**</span>

Self-conscious

Self-committed

**Self-fulfilling**

All of the given options

10. Interpersonal conflict tends to be self-fulfilling page 31

**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

**Which of the following is/are always a social stimulus?**
Select correct option:

Verbal

Nonverbal

Contextual

**All of the given options**

A social stimulus is a stimulus emanating from another individual or from the social setting or situation. Social stimuli can be verbal, nonverbal (e.g., body language) or contextual (e.g., where and when behavior took place). Page 29

**When a party leader influences on the party members regarding his illegitimate approach on such matters, is one of the examples of:**
Select correct option:

Expert power

**Coercive power**

Referent power

Normative power

Illegitimate means unlawful and illegal

Coercive The ability to influence others by coercing, threatening, harming, irritating
A disputant tries to get the other disputant to agree to his or her terms by threatening litigation.

**Note: Solved by VU Askari Group students, not by teachers**

Physical strength, weaponry, ability to file a lawsuit, ability to write threatening letters, having the law on one's side page 92

**The success of _____ style is dependent upon a free flow of information.**
Select correct option:

Self-protectiveness
**Mutual & unilateral (replied by teacher)**
Cooperative versus competitive
Usefulness in inducing cooperation

**In identification of interpersonal conflicts it is necessary to identify the:**
Select correct option:

Interests
Disputants
Divergent goals
**All of the given options**

**Identifying Interpersonal Conflict**
• Analyze the situation carefully to ensure it really is "interpersonal" and not an "inner conflict."
• Identify the disputants, and the divergent goals and interests that create the interpersonal conflict.
• Now, start diagramming or mapping the conflict.

**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**

**Enables the negotiator to craft appealing proposals**
**Avoids errors of judgment about how to resolve the conflict**

**Note: Solved by VU Askari Group students, not by teachers**

**Sabotage by a disputant whose deep-seated interests are not** addressed by the resolution of the conflict
**Avoids the pitfalls of positional bargaining**
**Enables the negotiator to (if necessary) tailor coercive measures to the disputants interests**
**Analyzing the other disputant's interests**
Analyzing one's own interests and those of one's principal, it is also important to analyze the interests of the other disputant. Here are some of the important points regarding analysis of other disputant's interests
1. Greater likelihood of settlement on optimal terms: ability to appeal to other disputant's desires while meeting your own goals.
2. Avoid settling for less than you could get.
3. Minimizing the likelihood of settlement sabotage by appealing to the other disputant's interests.
4. Avoid positional bargaining.
5. If coercion becomes necessary, allows one to design more effective pressure. Page 51 and 49

**The attitude that allows for risk taking behavior is known as:**
Select correct option:

**Trust**
Mistrust
Cooperation
Competition

**What is Trust?**
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. Page 67

_____ **are main source of error of interpretation of a stimulus in conflict diagnosis.**
Select correct option:

Intentions
Heuristics
**Perceptions**
None of the given options

(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.

**Note: Solved by VU Askari Group students, not by teachers**

**Specific sources of interpretational error:**
a. Actor did not intend his or her actions.
b. Use of a heuristic. It is defined as mental shortcuts that facilitate the interpretational phase of perception
c. Negative heuristics that tend to be associated with escalated conflict.
d. Self-fulfilling-prophecy behavioral responses to application of a heuristic by the observer.
e. Application of heuristics is associated with high levels of stress and reduced mental and emotional resources (as during conflict).
f. Influenced by individual contextual factors and motivational factors. Page 29

**Which of the following is/are always a social stimulus?**
Select correct option:

Verbal
Nonverbal
Contextual
**All of the given options**

Page 29 Social stimuli can be verbal, nonverbal (e.g., body language) or contextual (e.g., where and when behavior took place).

**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

**Page 59**

**Morton Deutsch's Theory of Constructive and Destructive Conflict**
Deutch's ideas about what makes conflict constructive and destructive are well summarized in his 1973 wok, "The Resolution of Conflict: Constructive and Destructive Processes".
1. Conflict is either cooperative or competitive.

**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:

**Note: Solved by VU Askari Group students, not by teachers**

War
Collision
**Legal dispute**
Fender-Bender

Page 2 **Legal Dispute** 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 perpetuated and reinforced through stereotype images.**
Select correct option:

Behavior
**Diversity**
Prosperity
Democracy

Page 101 **Summary**

Stereotype, diversity, and conflict are related concepts. Diversity is perpetuated and reinforced through stereotype images. Stereotype images are confirmed through a step-by-step process. It is interesting and we can learn about this mental process by experiencing/doing it.

**Conflict is the source of _____ change.**
Select correct option:

**Personal & social**
Political & legal
Hierarchical & political
Global & social

Page 157

Conflict is the root of personal and social change. Hence, the organizations have conflict because of its ever changing environment.

**Children with _____ parents are more likely to learn all disputants matter in a conflict.**
Select correct option:

Authoritative
Tolerant
Permissive
Strict

**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

**b. Person perspective**
. Individual-disputant
. Joint-disputant
. Systemic
. Institution or society-wide

**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.
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

**Note: Solved by VU Askari Group students, not by teachers**

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

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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**

**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**

**Interests analysis of agents and advocates**
An interest analysis should explore the interests, values, and needs of the agents and advocates on all sides of the conflict. The principal reason that interests' analysis should include the agents and advocates of one's team is to clarify whether they have problematic conflicts of interest with their principal. Page 51

**Note: Solved by VU Askari Group students, not by teachers**

**The success of _____ style is dependent upon a free flow of information.**
Select correct option:
Self-protectiveness
**Mutual & unilateral**
Cooperative versus competitive
Usefulness in inducing cooperation

**Which of the following is Not a major type of assisted negotiation?**
Select correct option:

Agent
Mediation
Nonbinding Evaluation
**None of the given options**

**Page 13**

**Types of Assisted Negotiation**
Following are the various types of assisted negotiation.
a) **Agent or advocate-assisted** disputants' representatives conduct the negotiation
b) **Mediation**- neutral third party assists the disputants in settling the dispute.
c) **Nonbinding evaluation**- neutral third party renders a nonbinding evaluation of the conflict

**_____ 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

Page 27

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

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

**Note: Solved by VU Askari Group students, not by teachers**

Select correct option:

Fear
**Anger**
Anxiety
Rage

Page 5

**Negative affect in Negotiation**
Negative affect has detrimental effects on various stages in the negotiation process. Although various negative emotions affect negotiation outcomes, by far the most researched is anger. Angry negotiators plan to use more competitive strategies and to cooperate less, even before the negotiation starts. These competitive strategies are related to reduce joint outcomes.

**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 68**

**Trust and business**
Business relationship is designed for people who must be involved in a relationship but who have very low
levels of trust in each other.
A business relationship has following components:
1. Explicit and detailed agreement
**2. Formality**
3. Restraint of emotional expression
4. Balanced, neutral facilitating and evaluation

**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

**Note: Solved by VU Askari Group students, not by teachers**

Competitive relationship
All of the given options

Page 72

**Trust and business**
Business relationship is designed for people who must be involved in a relationship but who have very low
levels of trust in each other.

**Premise Three of Deutsch's theory is that cooperation begets:**
Select correct option:

Exacerbation
Competition
**Cooperation**
Escalation

Page 63

**Premise 3: Deutsch's Crude Axioms**
Cooperation begets cooperation and competition begets competition.

**Many conflictive situations have more than one _____.**
Select correct option:

Agency conflict
Personal conflict
**Interpersonal conflict**
Intrapersonal conflict

Page 33

**Keep in Mind the complexity**
Many conflict situations will have more than one interpersonal conflict.

**_____ is due to restricted social roles and is qualified to inherent characteristics.**
Select correct option:

Power
Religion

**Note: Solved by VU Askari Group students, not by teachers**

Attitude
**Behavior**

Page 101

Fundamental attribution error Behavior that is due to restricted social roles is attributed to innate characteristics

**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

**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

page 37

Usually the sources of conflict are multiple and many of them are hidden

**When a party leader influences on the party members regarding his illegitimate approach on such matters, is one of the examples of:**
Select correct option:

Expert power
**Coercive power**
Referent power
Normative power

Illegitimate means unlawful and illegal

## Note: Solved by VU Askari Group students, not by teachers

Coercive The ability to influence others by coercing, threatening, harming, irritating
A disputant tries to get the other disputant to agree to his or her terms by threatening litigation.
Physical strength, weaponry, ability to file a lawsuit, ability to write threatening letters, having the law on one's side page 92

**During a labor dispute one side accuses the other of unfair practices, is one of the examples of:**
Select correct option:

Mistrust
Linkages
**Meta-disputes**
Unpleasant disputant

Page 77

Meta-disputes
During a labor dispute, one side accuses the other of unfair practices.

**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

Page 23

Conflict diagnosis is a structured process for understanding and responding to interpersonal conflicts, disputes, and transactions. Conflict diagnosis provides a rigorous and clear framework for understanding and appreciating the multiple facets of any conflict.

**Personal power and environmental power are relevant in which stage of BATNA assessment?**
Select correct option:

**Note: Solved by VU Askari Group students, not by teachers**

Conduct an Interest Analysis

Brainstorm the Alternatives to a Negotiated Agreement

**Fine-tunes the Alternatives**

Assess Each Alternative Realistically

Page 95

Personal power and environmental power are highly relevant to this stage of BATNA analysis.

**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

Page 4

**Agent**

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

**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

Page 64

**Techniques to transform competitive conflict into cooperative**

Here are some of the methods and techniques to transform competitive conflict into cooperative conflict.

1. Choose Language with Care

2. Assign Joint Tasks

3. Expand the Pipe

4. Establish ground rules for civility in communication.

5. Create or focus on a common enemy

6. Point out areas of agreement

7. Focus blame away from the disputant and towards process

**Note: Solved by VU Askari Group students, not by teachers**

8. Prepare "the case"
9. Use trust –building exercises
10. Set up structure to create sharing of information

**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**

**_____ 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

**Perspectives on the Handling of Interpersonal Conflict**
An evaluation of interpersonal conflict depends on how it is handled. Conflict diagnosis allows the user to choose the best blueprint and the best tools to handle a conflict well.

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Select correct option:

Expert power
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Coercive The ability to influence others by coercing, threatening, harming, irritating

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_____ **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.

**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

Page 16

**2. Arbitration-mediation**
In this process an arbitrator issues an award, but keeps it a secret and destroys it if the disputants reach agreement in a subsequent mediation.

**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**

## Note: Solved by VU Askari Group students, not by teachers

**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**

**page 50**

**Analyzing the interests of constituents and stakeholders**
Constituents and stakeholders are affected by the course and outcome of a conflict; in turn, their connection to the disputants can lead to their significantly affecting the settlement, or potential settlements, made by the disputants, for good or for ill.
Analyzing the interests of all participants is important as any participant could sabotage the settlement of the dispute.
An interest analysis should also include the agents and advocates for the other disputant. This is because the interests of other participants in the conflict can add to the complexity of motivations driving behavior in the conflict.

**Many conflictive situations have more than one _____ .**
Select correct option:

Agency conflict
Personal conflict
**Interpersonal conflict**
Intrapersonal conflict

Page 99

Stereotypes are part of human cognition and they are an important component of human relations and interpersonal conflict. The understanding of stereotyping can help avoid conflict and also towards resolving the interpersonal conflict.

**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

Page 49

**Purpose of Interest Analysis**

Here are some of the purposes of the interest analysis.

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

**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**

**Page 20**

**Role of stress and emotion in creating threat for a disputant**

Role of stress and emotion in creating the sense that the other 'disputant' is threatening to one's well being and goals is following.

**The three domains of power include all of the following EXCEPT:**

Select correct option:

Personal domain

Relationship domain

**Interpersonal domain**

Environmental domain

**Note: Solved by VU Askari Group students, not by teachers**

Page 89

**Domains of Power**
When we talk about power, we may ask over what domain this deliberate or purposive influence is exercised. There are three major domains:
1. Environmental domain – a person's surroundings
2. Relationship domain – a person's relationship to another person
3. Personal domain – a person's own interests

**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

Page 64

**Techniques to transform competitive conflict into cooperative**
Here are some of the methods and techniques to transform competitive conflict into cooperative conflict.
1. Choose Language with Care
2. Assign Joint Tasks
3. Expand the Pipe
4. Establish ground rules for civility in communication.
5. Create or focus on a common enemy
6. Point out areas of agreement
7. Focus blame away from the disputant and towards process
8. Prepare "the case"
9. Use trust –building exercises
10. Set up structure to create sharing of information

_____ **is due to restricted social roles and is qualified to inherent characteristics.**
Select correct option:
Power
Religion
Attitude
**Behavior**

Page 101

Fundamental attribution error Behavior that is due to restricted social roles is attributed

**Note: Solved by VU Askari Group students, not by teachers**

to innate characteristics

**Usually we use category based information because systematic information gathering is:**
Select correct option:
Unreliable
Not available
Slow
Accurate

page 102

Dual-process theory predicts that category-based processing will be used, anyway, **if there are insufficient resources (time ,energy, attention) to devote to systematic impression formation,** Why because, without sufficient resources to process systematically, category based processing provides the best available prediction of what others will do.

**Stereotyping is more likely to occur in situations of:**
Select correct option:
Nonstressful situations
Fatigue
Familiarity with the other person
Logically presenting a situation
Page 100

**Why People Stereotype**
The effect of stress and situational complexity; the more stressful the situation, the more likely it is that stereotyping will occur
Interpersonal conflict tends to be an inherently stressful and complex situation that tends to impose a high degree of cognitive load.
Fatigue, illness, hunger, and intense emotion; personal factors contribute to cognitive load. It also affects the propensity to stereotype.
• Unfamiliarity with the other person

**Interpersonal conflict tends to be _____.**
Select correct option:
Self-conscious
Self-committed
Self-fulfilling
All of the given options

**Note: Solved by VU Askari Group students, not by teachers**

10. Interpersonal conflict tends to be self-fulfilling page 31

**Which of the following is often unconscious to be given good performance in every situation?**
Select correct option:
Reinforcement
Determination
Confidence
**Motivation**

**Page 32**

Motivation usually appears simpler to an observer than it does to the one taking action. Motivation is often unconscious to the actor.

**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**

Page 34

**Which of the following is an ability to influence others based on charisma and attractiveness?**
Select correct option:
Expert power
Coercive power
**Referent power**
Normative power

**Page 92**

Referent The ability to influence others based on charisma and attractiveness

**The propensity to judge people is based on:**
Select correct option:
**Stereotype**

**Note: Solved by VU Askari Group students, not by teachers**

Diversity
Culture
Power
All human beings stereotype. The propensity to judge people based on stereotype is general practice. It is in human cognitive system. page 99


_____ **justice refers to the fairness of the process.**
Select correct option:
**Procedural**
Distributive
**Procedural**
Substantive

Page 54

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


**BATNA:**
Select correct option:
Causes undue pressure into settlement
Is usually unable to give the disputant a clear picture of how much ability one has to get ones underlying interests and needs met
**Protects disputant and his or her team from making irrational choices**
Forbids team to accept a deal better than the BATNA

Knowing, the BATNA protects a disputant, and the team, from irrational action. Page 94

**Disputants usually _____ in their perceptual frames of reference.**
Select correct option:
Do not differ
Resemble
**Differ**
Agree

Because the perceptual frames of reference of disputants usually differ, they usually attribute the wrong motives to each other as they try to explain the behavior they are seeing using the wrong frame of reference. Emotional reactions to misunderstood actions feed the conflict. Page 31


**The success of 'cooperative versus competitive' style is dependent upon:**
### Note: Solved by VU Askari Group students, not by teachers

Select correct option:

Free flow of information

Self-protectiveness

**Effective interest analysis**

Low concern for self

_____ **is similar to the litigation, except that the law underlying recourse to the process is regulatory.**

Select correct option:

Arbitration

Negotiation

**Agency adjudication**

None of the given options

Page 12

**Agency adjudication**

Agency adjudication is similar to litigation. Except that the law underlying recourse to the process is regulatory.

**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**

Here are some of the purposes of the interest analysis.

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

**Note: Solved by VU Askari Group students, not by teachers**

**7. It enables user to evaluate whether some interests could be met outside the conflict**

**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

Page 36

**Conflict: interpersonal or intrapersonal**
Understand the nature of conflict: is it interpersonal or intrapersonal?
Example: Divergent views of a father and son. The son wants to pursue a career based on his understanding about his own limitations while the father wants a hi fi career for his son. Both want the good career for the boy; there is no inter-personal conflict. It is actually an intrapersonal conflict. The conflict is within the person of the boy. He misinterprets the feelings of his father and thought about the existence of conflict between him and his father.

**Inaccurate _____ about how the other feels can lead to conflict.**
Select correct option:

Values
Position
Support
**Perceptions**

**The success of _____ style is dependent upon a free flow of information.**

Select correct option:

Self-protectiveness

**Mutual & unilateral**

Cooperative versus competitive

Usefulness in inducing cooperation

**Note: Solved by VU Askari Group students, not by teachers**

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

Select correct option:

**Dispute**

Collision

Conciliation

Adjudication

Page 2

**Dispute**
**Definition**
a. A disagreement or argument about something important


**Getting information form scratch is called:**

Select correct option:

**Systematic processing**

Category based processing

Dual processing

Group processing

When peoples are forming impressions about people and things in the world, they either gather the information they need "from scratch" or draw inferences about the person by fitting him/ her into various categories, including his/her own social category. The former type of impression formation is called **systematic processing**, whereas the latter is called **category-based processing**. Page 102


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

Select correct option:

**Note: Solved by VU Askari Group students, not by teachers**

Fear

Anger

Satisfaction

**Stress**

**Page 20**

**Role of stress and emotion in creating threat for a disputant.**
Role of stress and emotion in creating the sense that the other 'disputant' is threatening to one's well being and goals is following.

**BATNA:**

Select correct option:

Causes undue pressure into settlement

**Gives the disputant a clear picture of how much ability one has to get ones underlying interests and needs met**

Is unable to protect disputant and his or her team from making irrational choices

Forbids team to accept a deal better than the BATNA

Page 95

**Conduct an Interest Analysis**
BATNA assessment begins with an interest analysis. Why? Because there is no way to determine which alternative to negotiation is best without a clear picture of the disputant's interest, needs, and goals.

**Which type of mediation would be expected to be useful if the disputants took very extreme positions based on erroneous information about the merits of their cases?**

Select correct option:

Facilitative mediation

**Nonbinding evaluations**

Evaluative mediation

Mediation

**Note: Solved by VU Askari Group students, not by teachers**

Page 105

An extremely evaluative mediation may closely resemble nonbinding evaluation:

**Which of the following expert integrator(s) is/are familiar with tactics that support the integrating style of negotiation?**

Select correct option:

Kim

Pruitt

Rubin

**All of the given options**

**Tactics Used In Integrating**
Expert integrators are familiar with five common tactics that support the integrating style of negotiation
(Rubin, Pruitt, & Kim 1994 173-79) page 87

**The success of 'cooperative versus competitive' style is dependent upon:**

Select correct option:

Free flow of information

Self-protectiveness

**Effective interest analysis**

Low concern for self

**A common conflict between brothers & sisters is known as:**

Select correct option:

Blood relation conflict

In-house conflict

**Sibling rivalry**

Mutual rivalry

**Note: Solved by VU Askari Group students, not by teachers**

**The propensity to judge people is based on:**

Select correct option:

**Stereotype**

Diversity

Culture

Power

All human beings stereotype. The propensity to judge people based on stereotype is general practice. It is in human cognitive system. page 99


**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

**b. Person perspective**
. Individual-disputant
. Joint-disputant
. Systemic
. Institution or society-wide


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

Select correct option:



Calculus-based

Experience-based

**Note: Solved by VU Askari Group students, not by teachers**

**Knowledge-based**

Identification-based

Page 71

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

**The mediator's primary function is to promote effective negotiation in:**

Select correct option:

**Facilitative mediation**

Evaluative mediation

Nonbinding evaluations

Mediation

**Facilitative mediation**
In facilitative mediation, the mediator's primary function is to promote effective negotiation or dialogue. Page 105

**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

Page 23

Conflict diagnosis is a structured process for understanding and responding to interpersonal conflicts, disputes, and transactions. Conflict diagnosis provides a rigorous and clear framework for understanding and appreciating the multiple facets of any conflict.

**Note: Solved by VU Askari Group students, not by teachers**

**All of the following are tactics used in integrating EXCEPT:**

Select correct option:

Expanding the pie

**Undercutting**

Logrolling

Bridging

Page 87

**Tactics Used In Integrating**
Expert integrators are familiar with five common tactics that support the integrating style of negotiation
(Rubin, Pruitt, & Kim 1994 173-79)
1. Expanding the pie: it involves making the resource pool larger
2. Cutting costs: it is the converse expanding the pie: it relies on cost reduction to increase the net revenues available for distribution
3. Nonspecific compensation: It refers to giving the other disputant "unrelated" compensation for giving up something of value
4. Logrolling: it is simply the exchange of items that have values personal to the disputants
5. Bridging: It is responding to underlying interests rather than to positions. In essence, every effective integrating negotiation is a bridging process.

**Personal power and environmental power are relevant in which stage of BATNA assessment?**

Select correct option:

Conduct an Interest Analysis

Brainstorm the Alternatives to a Negotiated Agreement

**Fine-tunes the Alternatives**

Assess Each Alternative Realistically

Page 95

**Fine-tunes the Alternatives**
Develop a list of alternatives to a negotiated agreement. Personal power and environmental power are highly relevant to this stage of BATNA analysis.
Personal power and environmental power are highly relevant to this stage of BATNA analysis.

**Note: Solved by VU Askari Group students, not by teachers**

**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:

<mark>Air, food, shelter & sleep</mark>

Love & belongingness

Be a unique individual

Safety & security

<mark>Page 56</mark>

<mark>He believed that the most basic needs are the physiological needs (such as needs for air, food, shelter and sleep) and that, until these needs are satisfied, people are not motivated to address other needs or desires.</mark>

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

Select correct option:

Intentions

Heuristics

<mark>Perceptions</mark>

None of the given options

**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

<mark>Differing attributions of causation</mark>

Differences in conflict orientation

**Note: Solved by VU Askari Group students, not by teachers**

Conflicts over deeply held values

Page 46

Differing Attributions of causation
Each disputant believes that the existing state of affairs\ is due to a
Different cause and hence warrants a different remedy.

**When a party leader influences on the party members regarding his illegitimate approach on such matters, is one of the examples of:**

Select correct option:

Expert power

**Coercive power**

Referent power

Normative power

Illegitimate means unlawful and illegal

Coercive The ability to influence others by coercing, threatening, harming, irritating
A disputant tries to get the other disputant to agree to his or her terms by threatening litigation.
Physical strength, weaponry, ability to file a lawsuit, ability to write threatening letters, having the law on one's side page 92

**Which of the following is known as context dependent?**

Select correct option:

Comfort

**Power**

Peace

Time

Page 91

The varieties of relationship power are context-dependent for their effectiveness.

Page 93

**Note: Solved by VU Askari Group students, not by teachers**

**Context and Power**
Power is context-dependent.


**_____ is due to restricted social roles and is qualified to inherent characteristics.**

Select correct option:

Power

Religion

Attitude

**Behavior**

Page 101

Fundamental attribution error Behavior that is due to restricted social roles is attributed to innate characteristics


**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
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)


**Note: Solved by VU Askari Group students, not by teachers**

**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

page 50

Analyzing the interests of constituents and stakeholders
Constituents and stakeholders are affected by the course and outcome of a conflict; in turn, their connection to the disputants can lead to their significantly affecting the settlement, or potential settlements, made by the disputants, for good or for ill.
Analyzing the interests of all participants is important as any participant could sabotage the settlement of the dispute. An interest analysis should also include the agents and advocates for the other disputant. This is because the interests of other participants in the conflict can add to the complexity of motivations driving behavior in the conflict.

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

Select correct option:

Rich parties

Poor parties

Weaker parties

Stronger parties

Page 17

• Extreme form of conflict is violence and violence generally hurts weaker parties.

**The most efficient negotiation style in terms of meeting everyone's underlying interests and needs is called:**

Select correct option:

Obliging

**Note: Solved by VU Askari Group students, not by teachers**

Avoiding

**Integrating**

Compromising

Page 83

4. The *integrating* (or *collaborating* or *problem-solving) style,* which represents a high level of concern for both self and other

**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

Preferences and nuisances  One disputant's behaviour disturbs the other.

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

Select correct option:

Arbitration

Negotiation

**Conciliation**

Adjudication

Page 7

**Conciliation** is the least intrusive of third-party processes.

**Note: Solved by VU Askari Group students, not by teachers**

**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

**Page 59**

**Morton Deutsch's Theory of Constructive and Destructive Conflict**
Deutch's ideas about what makes conflict constructive and destructive are well summarized in his 1973 wok, "The Resolution of Conflict: Constructive and Destructive Processes".
1. Conflict is either cooperative or competitive.

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

Select correct option:

Obscure

**Obvious**

Uncertain

Ambiguous

Page 31

The faulty perceptions that arise during conflicts are usually thought as "obvious".

**Efforts to apply alternative blueprints largely fail because:**

Select correct option:

There is little support from others

**Note: Solved by VU Askari Group students, not by teachers**

**People lack proficiency in using new tools**

People try to use old tools to address alternative blueprints

All of the given options

Page 21 figure

People trying to apply alternative blueprints find **they don't work as well**, because
(1) They apply unsuitable tools,
(2) They use suitable tools without proficiency, and
(3) Social structures are designed to support the adversarial blueprint only

**In the final step of conflict diagnosis, disputants put the option into practice which in turn creates a new _____.**

Select correct option:

Action

Option

**Stimulus**

All of the given options

Page 30 **Disputant acts, creating a new social stimulus.**

1. Because of deficiencies in actual self-efficacy (proficiency), the action that occurs may not be the one intended.
2. Proficiency is not a stable trait and it is impaired by stress.
3. Even proficiently executed tactics sometimes fail.
4. Due to errors in interpretation or judgment made by the disputant about the situation.
5. Due to mistaken beliefs about the effectiveness of various blueprints and their tools.
6. Due to changes in the situation.
7. Due to chance – the tactic may carry a known risk that was assumed by the actor.
8. Actions become social stimuli.

**Which type of mediation would be expected to be useful if the disputants took very extreme positions based on erroneous information about the merits of their cases?**

Select correct option:

Facilitative mediation

**Note: Solved by VU Askari Group students, not by teachers**

**Nonbinding evaluations**

Evaluative mediation

Mediation

Page 105

An extremely evaluative mediation may closely resemble nonbinding evaluation:

**_____ justice refers to the fairness of the process.**

Select correct option:

**Procedural**

Distributive

**Procedural**

Substantive

Page 54

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

**In an interpersonal conflict where a disputant feels s/he has insufficient power in the relationship, the impediment to resolution is:**

Select correct option:

**Disempowered disputant**

Excluded stakeholders

Jackpot syndrome

Loss aversion

Page 81

**Disempowered Disputant**

**Note: Solved by VU Askari Group students, not by teachers**

A disempowered disputant is a disputant who feels he or she has insufficient power in the relationship with the other disputant.

**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

Page 16

**2. Arbitration-mediation**
In this process an arbitrator issues an award, but keeps it a secret and destroys it if the disputants reach agreement in a subsequent mediation.

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

Select correct option:

Interests

Disputants

Divergent goals

**All of the given options**

A social stimulus is a stimulus emanating from another individual or from the social setting or situation. Social stimuli can be verbal, nonverbal (e.g., body language) or contextual (e.g., where and when behavior took place). Page 29

**Conflicts involving _____ matters are more difficult to resolve.**

Select correct option:

**Personal**

**Note: Solved by VU Askari Group students, not by teachers**

Monetary

Intangible

All of the given options

Purely personal matters are more difficult to resolve, especially if someone's honesty or integrity has been challenged. Sometimes a change of personnel on the policyholder's team will bring the fresh air needed to resume productive discussions

**_____ 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

**All of the following are tactics used in integrating EXCEPT:**
Select correct option:
Expanding the pie
**Undercutting**
Logrolling
Bridging

**The mediator's primary function is to promote effective negotiation in:**
Select correct option:
**Facilitative mediation**
Evaluative mediation
Nonbinding evaluations
Mediation

**_____ 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

**Note: Solved by VU Askari Group students, not by teachers**

**_____ trust comes from any situation in which people become well and so on.**
Select correct option:
Calculus-based
Experience-based
<mark>**Knowledge-based**</mark>
Identification-based


**When we try to associate with the information previously assumed even if we get information about a certain phenomenon, we tend to_____ in process of stereotype.**
Select correct option:
Agree
<mark>**Ignore**</mark>
Challenge
Explain away


**The success of _____ style is dependent upon a free flow of information.**
Select correct option:
Self-protectiveness
<mark>**Mutual & unilateral**</mark>
Cooperative versus competitive
Usefulness in inducing cooperation


**_____ is due to restricted social roles and is qualified to inherent characteristics.**
Select correct option:
Power
Religion
Attitude
<mark>**Behavior**</mark>


**When a party leader influences on the party members regarding his illegitimate approach on such matters, is one of the examples of:**
Select correct option:
Expert power
<mark>**Coercive power**</mark>
Referent power
Normative power

**Note: Solved by VU Askari Group students, not by teachers**

**Premise Three of Deutsch's theory is that cooperation begets:**
Select correct option:
Exacerbation
Competition
**Cooperation**
Escalation

**A disputant would rather gamble on a likely huge loss than pay out a smaller loss is considered as what type of barrier in conflict resolution?**
Select correct option:

Jackpot syndrome
Lack of ripeness
**Loss aversion**
Mistrust

**Who said, "All men have an instinct for conflict, at least all healthy men"**
Select correct option:

Martin Luther King
Jorge Washington
**Hillarie Belloc**
Aristotle

**_____ is due to restricted social roles and is qualified to inherent characteristics.**
Select correct option:

Power
Religion
Attitude
**Behavior**

Behavior that is due to restricted social roles is attributed to innate characteristics

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

**Note: Solved by VU Askari Group students, not by teachers**

Select correct option:

La Bruyere
S. T. Johns
**David Ricardo**
Lord Palmerston


**A common conflict between brothers & sisters is known as:**
Select correct option:

Blood relation conflict
In-house conflict
**Sibling rivalry**
Mutual rivalry


**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


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

Constructive
Cooperative
**Destructive**
Productive


**Usually we use category based information because systematic information gathering is:**
Select correct option:

Unreliable
Not available

**Note: Solved by VU Askari Group students, not by teachers**

**Slow**

Accurate

**_____ 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 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

**Mediation is distinguished from other ADR processes in what way(s)?**
Select correct option:

In mediation, the neutral issues a decision

In mediation, the neutral does not issue a decision

In mediation, the disputants retain the power to settle or not

**Both 2 and 3 are correct**

**Which of the following is a disagreement or difference of opinion of two persons or two parties?**
Select correct option:

**Dispute**

Collision

Conciliation

Adjudication

**Note: Solved by VU Askari Group students, not by teachers**

**The success of 'cooperative versus competitive' style is dependent upon:**
Select correct option:
Free flow of information
Self-protectiveness
**Effective interest analysis**
Low concern for self

**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

**Many conflictive situations have more than one _____.**
Select correct option:

Agency conflict
Personal conflict
**Interpersonal conflict**
Intrapersonal conflict

**Which type of trust is founded on information?**
Select correct option:

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

**Impressions formed about people who are formed from scratch are a type of impression called:**
Select correct option:

Data processing
Detail processing
<mark>**Systemic processing**</mark>
Category based processing


**The most efficient negotiation style in terms of meeting everyone's underlying interests and needs is called:**
Select correct option:

Obliging
Avoiding
<mark>**Integrating**</mark>
Compromising


**All of the following statements are true about 'mediation' EXCEPT:**
Select correct option:

It is a kind of assisted negotiation process
Mediation is done through a third-party neutral person
The mediator's main role is to assist the disputants in negotiating or in coming to an agreement
<mark>**The disputants lose the power to conflict resolution in the process of mediation**</mark>


**Extending a pre assumed perception and confirming it with small piece of information is which type of mental process of stereotyping?**
Select correct option:

Selecting Weighting Processes
Stereotype over interpretation
<mark>**Stereotype-consistent perception**</mark>
Explaining away

<mark style="background-color:cyan">Page 101</mark>
<mark style="background-color:cyan">Stereotype-consistent perception Ambiguous situations are interpreted in a way that confirms stereotypes</mark>


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

**Note: Solved by VU Askari Group students, not by teachers**

Belly Shield
Stuart Hampshire
**Joseph Grynbaum**
Sandra Day O'Connor

**A person who acts on behalf of a disputant is known as:**
Select correct option:

**Agent**
Advocate
Councilor
All of the given options

**_____ is perpetuated and reinforced through stereotype images.**
Select correct option:

Behavior
**Diversity**
Prosperity
Democracy

Stereotype, diversity, and conflict are related concepts. Diversity is perpetuated and reinforced through stereotype images. Stereotype images are confirmed through a step-by-step process. It is interesting and we can learn about this mental process by experiencing/doing it.

**Mediation is distinguished from other ADR processes in what way(s)?**
Select correct option:

In mediation, the neutral issues a decision
In mediation, the neutral does not issue a decision
In mediation, the disputants retain the power to settle or not
**Both 2 and 3 are correct**

**In a conflict diagram participants are indicated by:**
Select correct option:

Double-ended block arrow

**Note: Solved by VU Askari Group students, not by teachers**

One-tailed arrows
Straight lines
**Circles**


**The mediator's primary function is to promote effective negotiation in:**
Select correct option:

**Facilitative mediation**
Evaluative mediation
Nonbinding evaluations
Mediation


**Which of the following is/are always a social stimulus?**
Select correct option:

Verbal
Nonverbal
Contextual
**All of the given options**


**Children with _____ parents are more likely to learn all disputants matter in a conflict.**
Select correct option:

**Authoritative**
Tolerant
Permissive
Strict


**People use systemic processing, try to understand others only if:**
Select correct option:

They have time to devote to the task
They have resources to devote to the task
They are highly motivated to understand accurately
**All of the given options**


**Note: Solved by VU Askari Group students, not by teachers**

**Who said, "All men have an instinct for conflict, at least all healthy men"**
Select correct option:

Martin Luther King
Jorge Washington
<mark>**Hillarie Belloc**</mark>
Aristotle

**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
<mark>**Conflict diagnosis**</mark>
Systematic conflict

**Which of the following type of justice prescribes whether the outcome of a conflict is fair?**
Select correct option:
Substantive
Procedural
<mark>**Distributive**</mark>
<mark>**Distributive**</mark>

**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
<mark>**Emily Dickinson**</mark>

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

Zero-sum thinking
A cooperative approach to resolution

**Note: Solved by VU Askari Group students, not by teachers**

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

**The three domains of power include all of the following EXCEPT:**
Select correct option:

Personal domain
Relationship domain
**Interpersonal domain**
Environmental domain

**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

**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

**_____ processing is faster and easier.**
Select correct option:

**Category-based**
Systematic
Dual
Group

**Note: Solved by VU Askari Group students, not by teachers**

**Mediation is distinguished from other ADR processes in what way(s)?**
Select correct option:

In mediation, the neutral issues a decision
In mediation, the neutral does not issue a decision
In mediation, the disputants retain the power to settle or not
**Both 2 and 3 are correct**

**_____ 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

**_____ justice refers to the fairness of the process.**
Select correct option:
**Procedural**
Distributive
**Procedural**
Substantive

**The faulty perceptions that arise during conflicts are usually thought as:**
Select correct option:
Obscure
**Obvious**
Uncertain
Ambiguous

**Of the three levels of trust, _____ trust is the highest level of trust.**
Select correct option:
Calculus-based
Experience-based

**Note: Solved by VU Askari Group students, not by teachers**

Knowledge-based
**Identification-based**

**Stereotyping is more likely to occur in situations of _____.**
Select correct option:
**Fatigue**
No stressful situations
Familiarity with the other person
All of the given options

**Conflicts involving _____ matters are more difficult to resolve.**
Select correct option:
**Personal**
Monetary
Intangible
All of the given options

**Personal power and environmental power are relevant in which stage of BATNA assessment?**
Select correct option:
Conduct an Interest Analysis
Brainstorm the Alternatives to a Negotiated Agreement
**Fine-tunes the Alternatives**
Assess Each Alternative Realistically

**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

**Anger can be an effective negotiating tool, is quoted by:**
Select correct option:

Paul Getty
Adam Smith

**Note: Solved by VU Askari Group students, not by teachers**

John Dryden
**Mark McCormack**

**Which of the following is a disagreement or difference of opinion of two persons or two parties?**
Select correct option:

**Dispute**
Collision
Conciliation
Adjudication

**A common conflict between brothers & sisters is known as:**
Select correct option:

Blood relation conflict
In-house conflict
**Sibling rivalry**
Mutual rivalry

**Personal power and environmental power are relevant in which stage of BATNA assessment?**
Select correct option:

Conduct an Interest Analysis
Brainstorm the Alternatives to a Negotiated Agreement
**Fine-tunes the Alternatives**
Assess Each Alternative Realistically

**Conflict is the source of _____ change.**
Select correct option:

**Personal & social**
Political & legal
Hierarchical & political
Global & social

**Note: Solved by VU Askari Group students, not by teachers**

**In stereotyping, when we get information which is not consistent with our own perceived views, we usually tend to:**
Select correct option:

Agree without confirmation
Agree after confirmation
**Ignore**
Challenge

**_____ justice refers to the fairness of the process.**
Select correct option:

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

**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

**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 power is the flip side of Coercive power?**
Select correct option:

**Reward/exchange power**

**Note: Solved by VU Askari Group students, not by teachers**

Normative power
Coercive power
Referent power

**Which of the following power is based on superior knowledge to the others?**
Select correct option:

Normative power
Referent power
Coercive power
**Expert power**

**Who has no independent decision-making power?**
Select correct option:

Advocate
Mediator
Councilor
**Civil Judge**

**Which of the following type of justice prescribes whether the outcome of a conflict is fair?**
Select correct option:

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

**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**

**Note: Solved by VU Askari Group students, not by teachers**

**Which of the following are two styles of mediation?**
Select correct option:

Cooperative/Facilitative
Cooperative/Evaluative
**Facilitative/Evaluative**
Evaluative/Meditative

**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**

**The tactic of giving the other disputant something of value which is unrelated to the dispute in return for something of value is known as:**
Select correct option:

**Nonspecific compensation**
Cutting costs
Logrolling
Bridging

(Page 87) Nonspecific compensation: It refers to giving the other disputant "unrelated" compensation for giving up something of value

**Impressions formed about people who are formed from scratch are a type of impression called:**
Select correct option:

Data processing
Detail processing

**Note: Solved by VU Askari Group students, not by teachers**

<mark>Systemic processing</mark>
Category based processing

**Who are engaged in positional bargaining tends to focus their attention only on the issue represented by the position?**
Select correct option:

<mark>Agents</mark>
Friends
Principals
Disputants

**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
<mark>People try to conceive what they want</mark>
People have different experiences and beliefs

**Which of the following is a type of assisted negotiation that uses a third party to help disputants negotiate their settlement?**
Select correct option:

Advocacy
<mark>Mediation</mark>
Provocation
Aggravation

**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
<mark>It prevents user to evaluate whether some interests could be met outside the conflict</mark>

**Note: Solved by VU Askari Group students, not by teachers**

**The understanding of stereotyping can help towards resolving the _____.**
Select correct option:

**Interpersonal conflict**
Intrapersonal conflict
Street crimes
Civil wars


**_____ is perpetuated and reinforced through stereotype images.**
Select correct option:

Behavior
**Diversity**
Prosperity
Democracy

**_____ 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




**Which of the following is often unconscious to be given good performance in every situation?**
Select correct option:
Reinforcement
Determination
Confidence
**Motivation**




**Personal power and environmental power are relevant in which stage of BATNA assessment?**
Select correct option:

**Note: Solved by VU Askari Group students, not by teachers**

Conduct an Interest Analysis
Brainstorm the Alternatives to a Negotiated Agreement
**Fine-tunes the Alternatives**
Assess Each Alternative Realistically


**All of the following are tactics used in integrating EXCEPT:**
Select correct option:
Expanding the pie
**Undercutting**
Logrolling
Bridging


**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


**The Meta-disputes generally are based on:**
Select correct option:
Anger
Bad feelings
Revengeful attitude
**Misunderstandings**


**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

**Impressions formed about people that are based upon fitting the person into various categories are a type of impression called:**

**Note: Solved by VU Askari Group students, not by teachers**

Select correct option:
Data processing
Systemic processing
<mark>Category-based processing</mark>
Detail processing

**_____ is similar to the litigation, except that the law underlying recourse to the process is regulatory.**
Select correct option:
Arbitration
Negotiation
<mark>Agency adjudication</mark>
None of the given options

**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
<mark>**Cooperation is constructive while competition is destructive**</mark>
Cooperation causes more duplication of effort than competition

**Ten themes of conflict diagnosis are helpful in:**
Select correct option:
Understanding nature of conflict
Making better use of ADR
Resolving conflict
<mark>**All of the given options**</mark>

**The Meta-disputes generally are based on:**
Select correct option:
Anger
Bad feelings
Revengeful attitude
<mark>**Misunderstandings**</mark>

**Note: Solved by VU Askari Group students, not by teachers**

**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
<mark>La Bruyere</mark>
Mark D. Burn

**_____ 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
<mark>Nelson Mandela</mark>
Abraham Lincoln

**_____ are main source of error of interpretation of a stimulus in conflict diagnosis.**
Select correct option:
Intentions
Heuristics
<mark>Perceptions</mark>
None of the given options

<mark>(Page 29) Disputant receives the social stimulus with his or her senses</mark>
<mark>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.</mark>

**Impressions formed about people who are formed from scratch are a type of impression called:**
Select correct option:
Data processing
Detail processing
<mark>Systemic processing</mark>
Category based processing

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

**Note: Solved by VU Askari Group students, not by teachers**

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

**In assessing the BATNA:**

Select correct option:

We can access BATNA in any order

Interest analysis comes after choosing the alternative of ways of negotiation

Fine-tunes the alternatives comes after the realistic assessment of each alternative

**Brainstorming the alternatives to a negotiated agreement comes before regular assessment of BATNA**

**In an interpersonal conflict where the disputants do not wish to do the work necessary to resolve the conflict until they feel there is no other alternative, the impediment to resolution is _____.**

Select correct option:

Mistrust

**Lack of ripeness**

Excluded stakeholders

Over commitment & entrapment

**In a dispute over basketball salaries both owners and players believe that it is inappropriate to cooperate with the opposition, is best example of:**

Select correct option:

Linkages

**Sub-culture**

Multi-culture

Lack of ripeness

**BATNA:**

Select correct option:

Causes undue pressure into settlement

Is usually unable to give the disputant a clear picture of how much ability one has to get ones underlying interests and needs met

**Note: Solved by VU Askari Group students, not by teachers**

**Protects disputant and his or her team from making irrational choices**
Forbids team to accept a deal better than the BATNA

**Getting information form scratch is called:**
Select correct option:
**Systematic processing**
Category based processing
Dual processing
Group processing

**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

**_____ 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

**Many conflictive situations have more than one _____.**
Select correct option:
Agency conflict
Personal conflict
**Interpersonal conflict**
Intrapersonal conflict

**_____ processing is faster and easier.**
Select correct option:

**Category-based**
Systematic
Dual

<span style="color:red">**Note: Solved by VU Askari Group students, not by teachers**</span>

Group

**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

**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**

**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
**Legal dispute**
Fender-Bender

**Issues which arise from the unwarranted belief that someone from a different culture is exactly like you are:**
Select correct option:

**Stereotyping**
Diversity
Cultural
Power

**Note: Solved by VU Askari Group students, not by teachers**

**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

**Stereotyping is more likely to occur in situations of:**
Select correct option:

Nonstressful situations
**Fatigue**
Familiarity with the other person
Logically presenting a situation

**The first step to assessing one's best alternative to a negotiated agreement (BATNA) is:**
Select correct option:

Assessing the alternatives
Fine tuning the alternatives
Choosing the best alternative
**Conducting an interest analysis**

**Premise Three of Deutsch's theory is that cooperation begets:**
Select correct option:
Exacerbation
Competition
**Cooperation**
Escalation

**Dual process theory and cognitive load are important to prevent, avoid and restore _____.**
Select correct option:

**Conflict**
Misleading

**Note: Solved by VU Askari Group students, not by teachers**

Rule-dependent
Interdependent-self

(Page 103) We have learnt in this lesson, dual process theory, cognitive load and independent and interdependent selves. These concepts are important to prevent, avoid and restore conflict.

**Overly emphasizing on a piece of information which is consistent with the perceived information and ignoring the one which is not consistent is which type of mental process of stereotyping?**
Select correct option:

**Selecting Weighting Processes**
Stereotype over interpretation
Stereotype-consistent perception
Explaining away

**Impressions formed about people who are formed from scratch are a type of impression called:**
Select correct option:
Data processing
Detail processing
**Systemic processing**
Category based processing

**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

**In what type of conflict, the disputant's duplicate efforts gather information?**
Select correct option:

Constructive conflict
**Competitive conflict**
Cooperative conflict

**Note: Solved by VU Askari Group students, not by teachers**

Destructive conflict

**A disputant would rather gamble on a likely huge loss than pay out a smaller loss is considered as what type of barrier in conflict resolution?**
Select correct option:

Jackpot syndrome
Lack of ripeness
<mark>**Loss aversion**</mark>
Mistrust

**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:

<mark>**Over commitment & entrapment**</mark>
Excluded stakeholders
Jackpot syndrome
Lack of ripeness

**The theorists who developed this model proposed five basic negotiation styles which include all of the following EXCEPT:**
Select correct option:

Dominating
Avoiding
Obliging
<mark>**Settling**</mark>

**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
<mark>**It prevents user to evaluate whether some interests could be met outside the conflict**</mark>

**<span style="color:red">Note: Solved by VU Askari Group students, not by teachers</span>**

**Overly emphasizing on a piece of information which is consistent with the perceived information and ignoring the one which is not consistent is which type of mental process of stereotyping?**
Select correct option:

<mark>**Selecting Weighting Processes**</mark>
Stereotype over interpretation
Stereotype-consistent perception
Explaining away


**The type of power to influence others which is held by attractive is called:**
Select correct option:

<mark>**Referent power**</mark>
Coercive power
Normative power
Reward/exchange power


**BATNA:**
Select correct option:

Causes undue pressure into settlement
Is usually unable to give the disputant a clear picture of how much ability one has to get ones underlying interests and needs met
<mark>**Protects disputant and his or her team from making irrational choices**</mark>
Forbids team to accept a deal better than the BATNA


**Efforts to apply alternative blueprints largely fail because:**
Select correct option:
There is little support from others
<mark>**People lack proficiency in using new tools**</mark>
People try to use old tools to address alternative blueprints
All of the given options


**In the final step of conflict diagnosis, disputants put the option into practice which in turn**

**Note: Solved by VU Askari Group students, not by teachers**

**creates a new _____.**
Select correct option:

Action
Option
<mark>**Stimulus**</mark>
All of the given options


**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
<mark>**La Bruyere**</mark>
Mark D. Burn

<mark>**Quotations**</mark>
<mark>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 page 48**</mark>


**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
<mark>**David Ricardo**</mark>
Lord Palmerston

<mark>**Quotation**</mark>
<mark>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. Page 50</mark>


**Anger can be an effective negotiating tool, is quoted by:**
Select correct option:


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Paul Getty
Adam Smith
John Dryden
**Mark McCormack**


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Anger can be an effective negotiating tool. **Mark McCormack**


**'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

**Quotations**
A man's greatest battles are the ones he fights within himself.
**Ben Okri (1959 )**


**Who said, "All men have an instinct for conflict, at least all healthy men"**
Select correct option:

Martin Luther King
Jorge Washington
**Hillarie Belloc**
Aristotle

Page 36

"All men have an instinct for conflict: at least, all healthy men." **Hilaire Belloc**


**Who said that "It is essential to the sanity of mankind that each should think the other crazy…"?**

**Note: Solved by VU Askari Group students, not by teachers**

Select correct option:

Walt Kelly

Neil Johnson

Hillarie Belloc

**Emily Dickinson**

**Page 37**
**Quotation**
"It is essential to the sanity of mankind that each should think the other crazy…"
Emily Dickinson

**'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

Page 17

**Quotations**
An ounce of mediation is worth a pound of arbitration and a ton of litigation.
**Joseph Grynbaum**

**"The greater the power, the more dangerous the abuse" is quoted by the:**
Select correct option:

George Bidault
**Edmund Burke**
Baines Johnson
Winston Churchill

**Note: Solved by VU Askari Group students, not by teachers**

**Who said that "Wounds inflicted by the sword heal more easily than those inflicted by the tongue?"**
Select correct option:

Dr. Kim
Rubin Hood
William Pruitt
**Cardinal Richelieu**

Wounds inflicted by the sword heal more easily than those inflicted by the tongue.
Cardinal Richelieu (1585 - 1642) French churchman and statesman.

**Which of the following is a type of assisted negotiation that uses a third party to help disputants negotiate their settlement?**
Select correct option:
Advocacy
**Mediation**
Provocation
Aggravation

**Mediation is:**
Select correct option:

The process that allows for substantive input from third party
The process where parties lose the power to resolution
**The process where usually no common grounds are found for resolution**
The process where mediators is not allowed to get relevant information about issues

Mediation is second class justice. It is a type of assisted negotiation that uses a third party (or panel of third parties) to help disputants negotiate their settlement. This third party, who is called the mediator, is typically impartial with respect to the disputants and neutral as to the settlement reached.

**Meditation**
Mediation is a voluntary and confidential process in which a neutral third-party facilitator helps people discuss difficult issues and negotiate an agreement. Basic steps in the process include gathering information, framing the issues, developing options, negotiating, and formalizing

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agreements. Parties in mediation create their own solutions and the mediator does not have any decision-making power over the outcome

**Mediation is distinguished from other ADR processes in what way(s)?**
Select correct option:

In mediation, the neutral issues a decision
In mediation, the neutral does not issue a decision
In mediation, the disputants retain the power to settle or not
**Both 2 and 3 are correct**

**In which type of mediation, the negotiation process is emphasized, rather than the strengths and weaknesses of the disputants' cases?**
Select correct option:

**Facilitative mediation**
Evaluative mediation
Nonbinding evaluations
Mediation

**Facilitative mediation**
In facilitative mediation, the mediator's primary function is to promote effective negotiation or dialogue. Facilitative mediators use techniques designed to promote effective negotiation as they view it: they lay

In **evaluative mediation**, the mediator works to narrow the gap between the demands of each disputant by expressly evaluating the merits, strengths, and weaknesses of each disputant's position and by strategically communicating these evaluations to the disputants. Page 105

**The mediator's primary function is to promote effective negotiation in:**
Select correct option:

**Facilitative mediation**
Evaluative mediation
Nonbinding evaluations
Mediation

**Facilitative mediation**
In facilitative mediation, the mediator's primary function is to promote effective negotiation or dialogue. Page 105

**Note: Solved by VU Askari Group students, not by teachers**

**The mediator's primary function is to narrow the gap between extreme disputant positions by providing evaluations of the merits of the dispute in:**
Select correct option:

Facilitative mediation
**<mark>Evaluative mediation</mark>**
Nonbinding evaluations
Mediation

<mark>(Page 105) In evaluative mediation, the mediator's primary function is to narrow the gap between the positions taken by the two disputants.</mark>

**In _____ mediation the mediator seeks to narrow the gap between disputants by expressly evaluating each disputant's position.**
Select correct option:
Meditative
**<mark>Evaluative</mark>**
Facilitative
Cooperative
<mark>Page 105</mark>

**<mark>Evaluative mediation</mark>**
<mark>In evaluative mediation, the mediator's primary function is to narrow the gap between the positions taken by the two disputants.</mark>

**Which of the following are two styles of mediation?**
Select correct option:
Cooperative/Facilitative
Cooperative/Evaluative
**<mark>Facilitative/Evaluative</mark>**
Evaluative/Meditative

**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

<span style="color:red">**Note: Solved by VU Askari Group students, not by teachers**</span>

**Arbitration Mediation**

Combine Arbitration

Hybrid Mediation

**All of the following statements are true about 'mediation' EXCEPT:**

Select correct option:

It is a kind of assisted negotiation process

Mediation is done through a third-party neutral person

The mediator's main role is to assist the disputants in negotiating or in coming to an agreement

**The disputants lose the power to conflict resolution in the process of mediation**

**In mediation:**

Select correct option:

There is always a settlement

If there is some settlement it is permanent

**The settlement is usually written down**

Settlements reached in mediation are not enforceable contracts

(Page 106) Results of Mediation

Settlement may or may not come about as disputants may not agree. Settlement may be partial or total. It may be permanent or interim/temporary. Settlement is usually in written form.

ITS VERBAL WHILE ITS MEDIATED AND WHEN FINALIZED IS WRITTEN DOWN

**In mediation:**

Select correct option:

There is always a settlement

If there is some settlement it is permanent

The settlement is usually verbal

**Settlements reached in mediation are enforceable contracts, just as they are in any other negotiation process**

MEDIATION IS VERBAL AND SETTLEMENT IS WRITTEN

Mediation is a voluntary and confidential process in which a neutral third-party facilitator helps people discuss difficult issues and negotiate an agreement. Basic steps in the process include

**Note: Solved by VU Askari Group students, not by teachers**

gathering information, framing the issues, developing options, negotiating, and formalizing agreements. Parties in mediation create their own solutions and the mediator does not have any decision-making power over the outcome.

**In mediation, which of the following statement is correct?**
Select correct option:
**There may not be a settlement since the disputants may not come to agreement**
Settlements reached in mediation are not enforceable contracts
If there is some settlement it is permanent
The settlement is usually verbal

# Good luck to HRM Students

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