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**Honey G & Samia Butt**  
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**HRM624 – Conflict Management**  
**Fall 2011 Quiz No.02 Solved By Honey G & Samia Butt**  
**Lecture No. 01 to 18**

Question # 1 of 20 ( Start time: 05:09:19 PM ) Total Marks: 1

The ADR movement in the U.S. has been dominated by the:

Select correct option:

**Efficiency wing**

Radical wing

Right wing

Left wing

Question # 2 of 20 ( Start time: 05:09:47 PM ) Total Marks: 1

In a conflict onion, revealing the layers of conflict, the bottom line the disputant is willing to accept, is known as their:

Select correct option:

**Aspirations**

Position

Principles and values

Underlying interests

Question # 3 of 20 ( Start time: 05:10:45 PM ) Total Marks: 1

In which type of conflict both parties come together voluntarily on a certain issue and state their relative position regarding the impact of the situation:

Select correct option:

**Constructive**

Cooperative

Destructive

Competitive

Question # 4 of 20 ( Start time: 05:11:40 PM ) Total Marks: 1

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

Select correct option:

Resource conflict

**Data-type conflict**

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Communication conflict  
Preferences & nuisances conflict

Question # 5 of 20 ( Start time: 05:12:18 PM ) Total Marks: 1  
Which of the following is NOT a common form of resolving conflict?  
Select correct option:

Negotiation  
Arbitration  
Meditation  
**Litigation**

Question # 6 of 20 ( Start time: 05:12:49 PM ) Total Marks: 1  
A constituent who is powerful enough to significantly alter the course of a conflict is a:

Select correct option:  
Advocate  
Disputant  
**Stakeholder**  
Agent

Question # 7 of 20 ( Start time: 05:14:14 PM ) Total Marks: 1  
Inaccurate \_\_\_\_\_ about how the other feels can lead to conflict.

Select correct option:  
Values  
Position  
Support  
**Perceptions**

Question # 8 of 20 ( Start time: 05:14:40 PM ) Total Marks: 1  
First stage of Erik Erickson's psychosocial development assumes which of the following challenge of individual's life:

Select correct option:  
**Trust versus mistrust**  
Initiative versus guilt  
Industry versus inferiority  
Autonomy versus doubt & shame

Question # 9 of 20 ( Start time: 05:15:27 PM ) Total Marks: 1  
ADR is controlled by:  
Select correct option:

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Invisible veil  
Structure  
Wisdom

All of the above.

Question # 10 of 20 ( Start time: 05:16:17 PM ) Total Marks: 1

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

Select correct option:

Mediation Arbitration

Arbitration Mediation

Combine Arbitration

Hybrid Mediation

Question # 11 of 20 ( Start time: 05:17:05 PM ) Total Marks: 1

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

Conflicts of interest

Power struggles

None of the above

Question # 12 of 20 ( Start time: 05:17:34 PM ) Total Marks: 1

Erickson's Psychosocial Theory is that over a human lifespan people go through life stages associated with overriding concerns, with the final stage occurring in late adulthood being:

Select correct option:

Intimacy vs. Isolation

Ego integrity vs. Despair

Autonomy vs. Doubt and shame

Industry vs. inferiority

Question # 13 of 20 ( Start time: 05:18:37 PM ) Total Marks: 1

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

Select correct option:

Verbal

Nonverbal

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Contextual

All of the given options

Question # 14 of 20 ( Start time: 05:19:07 PM ) Total Marks: 1

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

Question # 15 of 20 ( Start time: 05:19:41 PM ) Total Marks: 1

Conflicts involving \_\_\_\_\_ matters are more difficult to resolve.

Select correct option:

Personal

Monetary

Intangible

All of the given options

Question # 16 of 20 ( Start time: 05:20:01 PM ) Total Marks: 1

A situation in which a consumer signs an auto loan that states, "in case of buyers failure to pay on the loan, the car can be repossessed and the buyer will held liable for all cost of repossession and sale" comes under which of the following level of trust:

Select correct option:

Calculus based

Knowledge based

Identification based

Scientific based

Question # 17 of 20 ( Start time: 05:21:31 PM ) Total Marks: 1

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

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Question # 18 of 20 ( Start time: 05:22:35 PM ) Total Marks: 1

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

Select correct option:

Aristotle

Walt Kelly

**La Bruyere**

Mark D. Burn

Question # 19 of 20 ( Start time: 05:23:13 PM ) Total Marks: 1

Which one of the following terms is used for the person for whom the agent acts but he is the main disputant?

Select correct option:

Stakeholder

Advocate

**Principal**

Agent

Question # 20 of 20 ( Start time: 05:24:38 PM ) Total Marks: 1

Conflicts that affirm the differences and see the potential for elevating outcomes are:

Select correct option:

**Constructive conflicts**

Destructive conflicts

Competitive conflicts

None of the above

Question # 1 of 20 ( Start time: 05:37:37 PM ) Total Marks: 1

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**

Question # 2 of 20 ( Start time: 05:38:43 PM ) Total Marks: 1

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:

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Select correct option:

Advocate's interests

Disputant's interests

Advocate of other disputant's interests

**Constituents & stake holder's interests**

Question # 3 of 20 ( Start time: 05:39:49 PM ) Total Marks: 1

What is meant by conflict gamer?

Select correct option:

**The person who uses conflict like a game**

The person who fears from conflict

The person who urgently manages the conflict

None of the above

Question # 4 of 20 ( Start time: 05:40:28 PM ) Total Marks: 1

Which one of the following is explained by the bioecological system theory?

Select correct option:

Different states of ego effecting personality development

**Different layers of environment which affect personality development**

Different relationships effecting personality development

None of the above

Question # 5 of 20 ( Start time: 05:41:58 PM ) Total Marks: 1

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**

Question # 6 of 20 ( Start time: 05:42:52 PM ) Total Marks: 1

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

Select correct option:

Joint-disputant

**Social disputant**

Individual disputant

Institution or society

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Question # 7 of 20 ( Start time: 05:43:43 PM ) Total Marks: 1

Positional bargaining tends to:

Select correct option:

Impasses and bad feelings among disputants

**Better positions for each of the bargainers**

Creative approaches to conflict resolution

The most integrative outcomes in conflict

Question # 8 of 20 ( Start time: 05:44:50 PM ) Total Marks: 1

The parties in conflict believe they have \_\_\_\_\_ goals.

Select correct option:

Clear

Compatible

Dependable

**Incompatible**

Question # 9 of 20 ( Start time: 05:45:28 PM ) Total Marks: 1

Many conflictive situations have more than one \_\_\_\_\_.

Select correct option:

Agency conflict

Personal conflict

**Interpersonal conflict**

Intrapersonal conflict

Question # 10 of 20 ( Start time: 05:46:25 PM ) Total Marks: 1

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

Select correct option:

Constructive conflict

**Competitive conflict**

Cooperative conflict

Destructive conflict

Question # 11 of 20 ( Start time: 05:47:24 PM ) Total Marks: 1

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

Select correct option:

**Misattributed conflict**

Misaligned conflict

Misplaced conflict

Displaced conflict

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Question # 12 of 20 ( Start time: 05:47:55 PM ) Total Marks: 1

Many disputes over \_\_\_\_\_ can mask deeper conflicts.

Select correct option:

Law

**Fact**

Community

Communication

Question # 13 of 20 ( Start time: 05:48:37 PM ) Total Marks: 1

Which one of the following terms will be used for a situation in which a person is fighting a case against a private institution in a court of law?

Select correct option:

Negotiation

Mediation

Conciliation

**Adjudication**

Question # 14 of 20 ( Start time: 05:49:29 PM ) Total Marks: 1

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

Question # 15 of 20 ( Start time: 05:50:19 PM ) Total Marks: 1

Which of the following may be the pressure against innovation?

Select correct option:

Lack of proficiency in using new ways and tools

Poor and inefficient outcome

Perception of linking poor and inefficient outcome with innovative ideas

**All of the above**

Question # 16 of 20 ( Start time: 05:51:07 PM ) Total Marks: 1

The process in which an arbitrator issues an award, but keeps it a secret and destroys it if the disputants reach an agreement in a subsequent mediation is known as:

Select correct option:

Mediation-Arbitration

Non-binding decision

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**Arbitration-Mediation**

Litigation

Question # 17 of 20 ( Start time: 05:51:55 PM ) Total Marks: 1

Interpersonal conflict tends to be \_\_\_\_\_.

Select correct option:

Self-conscious

Self-committed

**Self-fulfilling**

All of the given options

Question # 18 of 20 ( Start time: 05:52:57 PM ) Total Marks: 1

During a negotiation, the decision as to whether or not settle rests in part on:

Select correct option:

Arbitration

**Emotions**

Mediation

Conflict

Question # 19 of 20 ( Start time: 05:53:45 PM ) Total Marks: 1

Which of the following may be the kind of adjudication?

Select correct option:

Litigation

Agency Adjudication

Arbitration

**All of the above**

Question # 20 of 20 ( Start time: 05:54:32 PM ) Total Marks: 1

In the American system of government, the formalized structure built to handle disputes that people have been unable to resolve on their own is\_\_\_\_\_.

Select correct option:

Dispute resolution

**Judicial system**

ADR

Defense dispute

Question # 2 of 20 ( Start time: 06:01:16 PM ) Total Marks: 1

In which type of conflict both parties come together voluntarily on a certain issue and state their relative position regarding the impact of the situation:

Select correct option:

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**Constructive**

Cooperative

Destructive

Competitive

Question # 3 of 20 ( Start time: 06:02:55 PM ) Total Marks: 1

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

Select correct option:

Mediation Arbitration

**Arbitration Mediation**

Combine Arbitration

Hybrid Mediation

Question # 4 of 20 ( Start time: 06:04:09 PM ) Total Marks: 1

The consideration that motivates people in a conflict, the reasons underlying the positions that people take in conflict is known as:

Select correct option:

Position

**Interest analysis**

Interests

None of the above

Question # 5 of 20 ( Start time: 06:05:32 PM ) Total Marks: 1

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

Select correct option:

Constructive conflict

**Competitive conflict**

Cooperative conflict

Destructive conflict

Question # 6 of 20 ( Start time: 06:06:50 PM ) Total Marks: 1

Of the three levels of trust, \_\_\_\_\_ trust is the highest level of trust.

Select correct option:

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Calculus-based  
Experience-based  
Knowledge-based  
**Identification-based**

Question # 7 of 20 ( Start time: 06:08:27 PM ) Total Marks: 1  
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

Question # 8 of 20 ( Start time: 06:09:26 PM ) Total Marks: 1  
Many conflictive situations have more than one \_\_\_\_\_.  
Select correct option:

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

Question # 9 of 20 ( Start time: 06:10:23 PM ) Total Marks: 1  
In a conflict diagram the purpose of one tailed arrows is to  
indicate \_\_\_\_\_ between participants.  
Select correct option:

**Communication**  
Relationships  
Participation  
Conflicts

Question # 10 of 20 ( Start time: 06:11:12 PM ) Total Marks: 1  
Who said, "If you are a master, be some time blind; if a servant, sometimes deaf"?  
Select correct option:

Robert Gaits  
Robert Frost

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Thomas Millar

Thomas Fuller

Question # 11 of 20 ( Start time: 06:12:19 PM ) Total Marks: 1

Situation in which the disputants believe that, when one disputant helps him/herself, the other disputant is also helped is a \_\_\_\_\_ conflict:

Select correct option:

Constructive

Cooperative

Destructive

Compromising

Question # 12 of 20 ( Start time: 06:13:41 PM ) Total Marks: 1

Which of the following may be the advantage of alternate dispute resolution (ADR)?

Select correct option:

Less formal

Less costly

Less time consuming

All of the above

Question # 13 of 20 ( Start time: 06:14:30 PM ) Total Marks: 1

Interpersonal conflict tends to be \_\_\_\_\_.

Select correct option:

Self-conscious

Self-committed

Self-fulfilling

All of the given options

Question # 14 of 20 ( Start time: 06:15:13 PM ) Total Marks: 1

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

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Question # 15 of 20 ( Start time: 06:16:17 PM ) Total Marks: 1

Which of the following emotion led to more integrative and compromised strategies by the partner?

Select correct option:

Disappointment

Anger

**Pride**

Guilt

Question # 16 of 20 ( Start time: 06:17:39 PM ) Total Marks: 1

Which one of the following steps of conflict diagnosis has maximum chance for error of judgement?

Select correct option:

Receiving social stimulus

**Stimulus interpretation**

Option generation

Weighing options

Question # 17 of 20 ( Start time: 06:19:16 PM ) Total Marks: 1

Negotiation tactics that confirm and protect the dignity of each participant is a useful approach to resolve:

Select correct option:

Values conflict

**Threats to self concept and world view**

Displaced conflict

Displaced conflict

Question # 18 of 20 ( Start time: 06:23:16 PM ) Total Marks: 1

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

Select correct option:

Cooperation is less efficient than competition

Cooperation is destructive while competition is constructive

**Cooperation is constructive while competition is destructive**

Cooperation causes more duplication of effort than competition

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Question # 19 of 20 ( Start time: 06:24:21 PM ) Total Marks: 1

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

Select correct option:

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

Question # 20 of 20 ( Start time: 06:25:21 PM ) Total Marks: 1

Which one of the following is a form of adjudication in which authority of adjudicator is conferred by disputants’ contract?

Select correct option:

- Litigation
- Agency Adjudication
- Arbitration**
- None of the above

Question # 1 of 20 ( Start time: 06:34:43 PM ) Total Marks: 1

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

Select correct option:

- Arbitration
- Negotiation
- Conciliation**
- Adjudication

Question # 2 of 20 ( Start time: 06:35:41 PM ) Total Marks: 1

Which one of the following is right for alternate dispute resolution (ADR)?

Select correct option:

- It is a traditional and less costly approach for dispute resolution**
- It is a modern and expensive approach for dispute resolution
- It is an approach that can never be used for dispute resolution
- None of the above

Question # 3 of 20 ( Start time: 06:36:17 PM ) Total Marks: 1

Conflict is the source of \_\_\_\_\_ change.

Select correct option:

- Personal & social**

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Political & legal  
Hierarchical & political  
Global & social

Question # 4 of 20 ( Start time: 06:36:54 PM ) Total Marks: 1

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

Question # 5 of 20 ( Start time: 06:37:16 PM ) Total Marks: 1

The American legal system tends to emphasize all of the following EXCEPT:

Select correct option:

Individual rights

Individualism

**Cooperation**

Competition

Question # 6 of 20 ( Start time: 06:37:55 PM ) Total Marks: 1

A constituent who is powerful enough to significantly alter the course of a conflict is a:

Select correct option:

Advocate

Disputant

**Stakeholder**

Agent

Question # 7 of 20 ( Start time: 06:39:02 PM ) Total Marks: 1

Which of the following may be a form of conflict resolution?

Select correct option:

Negotiation

Mediation

Conciliation

**All of the above**

Question # 8 of 20 ( Start time: 06:40:27 PM ) Total Marks: 1

Various negative emotions affect negotiation outcomes. The most common negative

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emotion identified by the researchers is:

Select correct option:

Fear

**Anger**

Anxiety

Rage

Question # 9 of 20 ( Start time: 06:41:01 PM ) Total Marks: 1

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

Select correct option:

Negotiation

Arbitration

Meditation

**Litigation**

Question # 10 of 20 ( Start time: 06:41:29 PM ) Total Marks: 1

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

Question # 11 of 20 ( Start time: 06:42:16 PM ) Total Marks: 1

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

Select correct option:

Interests

Disputants

Divergent goals

**All of the given options**

Question # 12 of 20 ( Start time: 06:42:47 PM ) Total Marks: 1

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

Select correct option:

Reinforcement

Determination

Confidence

**Motivation**

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Question # 13 of 20 ( Start time: 06:43:21 PM ) Total Marks: 1

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

Select correct option:

Family tree

**Interest tree**

Diagrammatic

Interest picture

Question # 14 of 20 ( Start time: 06:44:12 PM ) Total Marks: 1

Interpersonal conflict tends to be \_\_\_\_\_.

Select correct option:

Self-conscious

Self-committed

**Self-fulfilling**

All of the given options

Question # 15 of 20 ( Start time: 06:44:28 PM ) Total Marks: 1

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

Select correct option:

**Displaced conflict**

Misplaced conflict

Misaligned conflict

Misattributed conflict

Question # 16 of 20 ( Start time: 06:44:59 PM ) Total Marks: 1

Which one of the following terms will be used for a situation in which a person is fighting a case against a private institution in a court of law?

Select correct option:

Negotiation

Mediation

Conciliation

**Adjudication**

Question # 17 of 20 ( Start time: 06:45:28 PM ) Total Marks: 1

Which one of the following terms is used for the person whom the conflict affects like the family of disputant who is not the disputant, agent, or advocate?

Select correct option:

**Stakeholder**

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Advocate  
Principal  
Agent

Question # 18 of 20 ( Start time: 06:46:32 PM ) Total Marks: 1

A manager wants to have an important negotiated agreement with a party? Which one of the following approach will be best for him before making the final agreement?

Select correct option:

Negotiation

Mediation

**BATNA**

None of the above

Question # 19 of 20 ( Start time: 06:47:30 PM ) Total Marks: 1

‘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

Question # 20 of 20 ( Start time: 06:48:15 PM ) Total Marks: 1

The conflict gamer reacts to conflict by:

Select correct option:

Avoiding it

Not preparing for it

Postponing negotiation

**Feeling traumatized by it**

Question # 1 of 20 ( Start time: 08:42:47 PM ) Total Marks: 1

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

Select correct option:

Ben Okri

**Walt Kelly**

Mao Zedong

Stuart Hampshire

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Question # 2 of 20 ( Start time: 08:43:41 PM ) Total Marks: 1

In the American system of government, the formalized structure built to handle disputes that people have been unable to resolve on their own is\_\_\_\_\_.

Select correct option:

Dispute resolution

**Judicial system**

ADR

Defense dispute

Question # 3 of 20 ( Start time: 08:44:25 PM ) Total Marks: 1

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

Question # 4 of 20 ( Start time: 08:44:51 PM ) Total Marks: 1

For which one of the following types of conflict situations, a sociogram can be more helpful to understand the conflict?

Select correct option:

Simple conflicts

**Complex conflicts with multiple parameters**

Routine but easy to handle conflicts

None of the above

Question # 5 of 20 ( Start time: 08:45:17 PM ) Total Marks: 1

\_\_\_\_\_ 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

Question # 6 of 20 ( Start time: 08:45:44 PM ) Total Marks: 1

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

Select correct option:

Cooperation is less efficient than competition

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Cooperation is destructive while competition is constructive  
Cooperation is constructive while competition is destructive  
Cooperation causes more duplication of effort than competition

Question # 7 of 20 ( Start time: 08:46:25 PM ) Total Marks: 1

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

Question # 8 of 20 ( Start time: 08:47:05 PM ) Total Marks: 1

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

Select correct option:

Fear

Anger

Anxiety

Rage

Question # 9 of 20 ( Start time: 08:47:31 PM ) Total Marks: 1

Which one of the following terms will be used for a situation in which a person is fighting a case against a private institution in a court of law?

Select correct option:

Negotiation

Mediation

Conciliation

Adjudication

Question # 10 of 20 ( Start time: 08:47:54 PM ) Total Marks: 1

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

Select correct option:

Resource conflict

Data-type conflict

Communication conflict

Preferences & nuisances conflict

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Question # 11 of 20 ( Start time: 08:48:21 PM ) Total Marks: 1

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

Select correct option:

**Trust**

Mistrust

Cooperation

Competition

Question # 12 of 20 ( Start time: 08:49:11 PM ) Total Marks: 1

Which of the following may be the advantage of alternate dispute resolution (ADR)?

Select correct option:

Less formal

Less costly

Less time consuming

**All of the above**

Question # 13 of 20 ( Start time: 08:49:29 PM ) Total Marks: 1

Situation in which the disputants believe that, when one disputant helps him/herself, the other disputant is also helped is a \_\_\_\_\_ conflict:

Select correct option:

Constructive

**Cooperative**

Destructive

Compromising

Question # 14 of 20 ( Start time: 08:49:50 PM ) Total Marks: 1

In which type of conflict both parties come together voluntarily on a certain issue and state their relative position regarding the impact of the situation:

Select correct option:

**Constructive**

Cooperative

Destructive

Competitive

Question # 15 of 20 ( Start time: 08:50:40 PM ) Total Marks: 1

Which of the following are the important forms of adjudication?

Select correct option:

Litigation

Arbitration

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Agency adjudication

All of the above

Question # 16 of 20 ( Start time: 08:51:44 PM ) Total Marks: 1

What is the effect of stress on the errors in the process of interpretation of a stimulus during the conflict?

Select correct option:

Chances of error increase

Chances of error decrease

Chances of error have no effect

None of the above

Question # 17 of 20 ( Start time: 08:52:16 PM ) Total Marks: 1

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

Conflicts of interest

Power struggles

None of the above

Question # 18 of 20 ( Start time: 08:53:32 PM ) Total Marks: 1

General rules of thumb and mental shortcuts that people use to make quick assessments of other people during social interaction are called:

Select correct option:

Heuristics

Social Stimulus

Interpretation

Experiences

Question # 19 of 20 ( Start time: 08:54:57 PM ) Total Marks: 1

In a conflict diagram participants are indicated by:

Select correct option:

Double-ended block arrow

One-tailed arrows

Straight lines

Circles

Question # 20 of 20 ( Start time: 08:55:27 PM ) Total Marks: 1

Which of the following emotion led to more integrative and compromised strategies

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by the partner?

Select correct option:

Disappointment

Anger

**Pride**

Guilt

Question # 3 of 20 ( Start time: 09:48:10 PM ) Total Marks: 1

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

Select correct option:

Agents

Friends

Principals

**Disputants**

Question # 4 of 20 ( Start time: 09:49:28 PM ) Total Marks: 1

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

Question # 5 of 20 ( Start time: 09:50:04 PM ) Total Marks: 1

The ADR movement in the U.S. has been dominated by the:

Select correct option:

**Efficiency wing**

Radical wing

Right wing

Left wing

Question # 6 of 20 ( Start time: 09:50:48 PM ) Total Marks: 1

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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

Question # 7 of 20 ( Start time: 09:51:29 PM ) Total Marks: 1

‘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

Question # 8 of 20 ( Start time: 09:52:10 PM ) Total Marks: 1

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

Select correct option:

Aristotle

Walt Kelly

**La Bruyere**

Mark D. Burn

Question # 9 of 20 ( Start time: 09:53:03 PM ) Total Marks: 1

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

Question # 10 of 20 ( Start time: 09:54:08 PM ) Total Marks: 1

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A conflict situation characterized by a combination of contrient and promotive interdependence is called:

Select correct option:

Dispute

Fender-Bender

**Mixed-Motive situation**

Interpersonal conflict

Question # 11 of 20 ( Start time: 09:54:56 PM ) Total Marks: 1

In America, which one of the following judicial systems is most preferred for dispute resolution?

Select correct option:

Alternate Dispute Resolution (ADR)

Negotiation

**Adversarial System**

None of the above

Question # 12 of 20 ( Start time: 09:55:49 PM ) Total Marks: 1

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

Select correct option:

Identification-based trust

**Knowledge-based trust**

Productive-based trust

Calculus-based trust

Question # 13 of 20 ( Start time: 09:56:44 PM ) Total Marks: 1

A person's belief about the likely personal rewards and drawbacks of an action he or she is contemplating is known as:

Select correct option:

Social stimulus

**Expectancy of reinforcement**

Heuristics

None of the above

Question # 14 of 20 ( Start time: 09:57:36 PM ) Total Marks: 1

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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**

Question # 15 of 20 ( Start time: 09:58:30 PM ) Total Marks: 1

For which one of the following types of conflict situations, a sociogram can be more helpful to understand the conflict?

Select correct option:

Simple conflicts

**Complex conflicts with multiple parameters**

Routine but easy to handle conflicts

None of the above

Question # 16 of 20 ( Start time: 09:59:35 PM ) Total Marks: 1

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

Question # 17 of 20 ( Start time: 10:00:45 PM ) Total Marks: 1

In a competitive conflict, hostile feelings promote a lack of communication leading to negative attributions about the other person, known as:

Select correct option:

**Autistic hostility**

Reactive devaluation

Effective communication

None of the above

Question # 18 of 20 ( Start time: 10:02:18 PM ) Total Marks: 1

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Erickson's Psychosocial Theory is that over a human lifespan people go through life stages associated with overriding concerns, with the final stage occurring in late adulthood being:

Select correct option:

Intimacy vs. Isolation

**Ego integrity vs. Despair**

Autonomy vs. Doubt and shame

Industry vs. inferiority

Question # 19 of 20 ( Start time: 10:03:46 PM ) Total Marks: 1

Which one of the following terms is used for the person who stands in the shoes of a disputant during interpersonal conflict acting for the disputant and represents him?

Select correct option:

Stakeholder

Advocate

Principal

**Agent**

Question # 20 of 20 ( Start time: 10:04:49 PM ) Total Marks: 1

In a conflict onion, revealing the layers of conflict, the bottom line the disputant is willing to accept, is known as their:

Select correct option:

**Aspirations**

Position

Principles and values

Underlying interests

Question # 1 of 20 ( Start time: 03:21:15 PM ) Total Marks: 1

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

Select correct option:

Moral

**Systemic**

Socialistic

Commercial

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Question # 2 of 20 ( Start time: 03:22:38 PM ) Total Marks: 1

What is meant by conflict gamer?

Select correct option:

**The person who uses conflict like a game**

The person who fears from conflict

The person who urgently manages the conflict

None of the above

Question # 3 of 20 ( Start time: 03:23:18 PM ) Total Marks: 1

The disputant for whom an agent is acting is called:

Select correct option:

Agent

Advocate

Stakeholder

**Principal**

Question # 4 of 20 ( Start time: 03:24:34 PM ) Total Marks: 1

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

**Conflicts of interest**

Power struggles

None of the above

Question # 5 of 20 ( Start time: 03:26:01 PM ) Total Marks: 1

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

**David Ricardo**

Lord Palmerston

Question # 6 of 20 ( Start time: 03:26:53 PM ) Total Marks: 1

Which of the following is associated with the Western culture?

Select correct option:

Collectivist culture

Monopolistic culture

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**Individualistic culture**

None of the above

Question # 7 of 20 ( Start time: 03:27:15 PM ) Total Marks: 1

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**

Question # 8 of 20 ( Start time: 03:28:13 PM ) Total Marks: 1

Which one of the following steps of conflict diagnosis has maximum chance for error of judgement?

Select correct option:

Receiving social stimulus

**Stimulus interpretation**

Option generation

Weighing options

Question # 9 of 20 ( Start time: 03:29:03 PM ) Total Marks: 1

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

Question # 10 of 20 ( Start time: 03:30:20 PM ) Total Marks: 1

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

Select correct option:

Ben Okri

**Walt Kelly**

Mao Zedong

Stuart Hampshire

Question # 11 of 20 ( Start time: 03:30:52 PM ) Total Marks: 1

The American legal system tends to emphasize all of the following EXCEPT:

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Select correct option:

Individual rights

Individualism

**Cooperation**

Competition

Question # 12 of 20 ( Start time: 03:31:23 PM ) Total Marks: 1

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

Question # 13 of 20 ( Start time: 03:32:05 PM ) Total Marks: 1

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

Select correct option:

Arbitration

Negotiation

**Conciliation**

Adjudication

Question # 14 of 20 ( Start time: 03:33:36 PM ) Total Marks: 1

\_\_\_\_\_ 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

Question # 15 of 20 ( Start time: 03:34:31 PM ) Total Marks: 1

'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

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Question # 16 of 20 ( Start time: 03:34:56 PM ) Total Marks: 1

Efforts to apply alternative blueprints largely fail because:

Select correct option:

There is little support from others

People lack proficiency in using new tools

People try to use old tools to address alternative blueprints

**All of the given options**

Question # 17 of 20 ( Start time: 03:35:51 PM ) Total Marks: 1

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

Select correct option:

**Air, food, shelter & sleep**

Love & belongingness

Be a unique individual

Safety & security

Question # 18 of 20 ( Start time: 03:36:32 PM ) Total Marks: 1

\_\_\_\_\_ justice refers to the fairness of the process.

Select correct option:

Procedural

**Distributive**

Procedural

Substantive

Question # 19 of 20 ( Start time: 03:37:47 PM ) Total Marks: 1

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

Question # 20 of 20 ( Start time: 03:38:42 PM ) Total Marks: 1

Situation in which the disputants believe that, when one disputant helps him/herself, the other disputant is also helped is a \_\_\_\_\_ conflict:

Select correct option:

Constructive

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**Cooperative**

Destructive

Compromising

Question # 1 of 20 ( Start time: 03:42:38 PM ) Total Marks: 1

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

Select correct option:

Constructive conflict

**Competitive conflict**

Cooperative conflict

Destructive conflict

Question # 2 of 20 ( Start time: 03:43:09 PM ) Total Marks: 1

Positional bargaining tends to:

Select correct option:

Impasses and bad feelings among disputants

**Better positions for each of the bargainers**

Creative approaches to conflict resolution

The most integrative outcomes in conflict

Question # 3 of 20 ( Start time: 03:44:29 PM ) Total Marks: 1

In a competitive conflict, hostile feelings promote a lack of communication leading to negative attributions about the other person, known as:

Select correct option:

**Autistic hostility**

Reactive devaluation

Effective communication

None of the above

Question # 4 of 20 ( Start time: 03:45:45 PM ) Total Marks: 1

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

Select correct option:

Action

Option

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**Stimulus**

All of the given options

Question # 5 of 20 ( Start time: 03:46:10 PM ) Total Marks: 1  
Which of the following are the important forms of adjudication?  
Select correct option:

Litigation  
Arbitration  
Agency adjudication  
**All of the above**

Question # 6 of 20 ( Start time: 03:47:30 PM ) Total Marks: 1  
Premise Three of Deutsch's theory is that cooperation begets:  
Select correct option:

Exacerbation  
Competition  
**Cooperation**  
Escalation

Question # 7 of 20 ( Start time: 03:48:50 PM ) Total Marks: 1  
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**

Question # 8 of 20 ( Start time: 03:49:10 PM ) Total Marks: 1  
Efforts to apply alternative blueprints largely fail because:  
Select correct option:

There is little support from others  
People lack proficiency in using new tools  
People try to use old tools to address alternative blueprints  
**All of the given options**

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Question # 9 of 20 ( Start time: 03:50:01 PM ) Total Marks: 1

A promotively interdependent situation in which efforts by both parties to help themselves and effectively improve joint resources is a:

Select correct option:

Mixed-motive situation

Zero-sum situation

Positive-sum situation

None of the above

Question # 10 of 20 ( Start time: 03:50:54 PM ) Total Marks: 1

Situation in which the disputants believe that, when one disputant helps him/herself, the other disputant is also helped is a \_\_\_\_\_ conflict:

Select correct option:

Constructive

Cooperative

Destructive

Compromising

Question # 11 of 20 ( Start time: 03:51:12 PM ) Total Marks: 1

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

Select correct option:

Interpretation

Perception

Reception

Stimulus

Question # 12 of 20 ( Start time: 03:52:20 PM ) Total Marks: 1

Which one of the following terms is used for the person whom the conflict affects like the family of disputant who is not the disputant, agent, or advocate?

Select correct option:

Stakeholder

Advocate

Principal

Agent

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Question # 13 of 20 ( Start time: 03:53:07 PM ) Total Marks: 1

To be a master artisan, creating products at the highest possible level, we need:

Select correct option:

Blue print

Toolbox

Proficiency

All of the above

Question # 14 of 20 ( Start time: 03:53:27 PM ) Total Marks: 1

\_\_\_\_\_ 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

Question # 15 of 20 ( Start time: 03:54:48 PM ) Total Marks: 1

Many Americans believe that if military force is used against governments known to be sympathetic to the aims of Islamic militants, the overall safety to Americans will improve but there is no firm evidence that this is the case. This is an example of which of the following conflict diagnosis recurrent themes:

Select correct option:

Behavior make sense to actor

Interpretation of reality is subjective

Subjectivity of expectations about results

None of the above

Question # 16 of 20 ( Start time: 03:56:11 PM ) Total Marks: 1

The American legal system tends to emphasize all of the following EXCEPT:

Select correct option:

Individual rights

Individualism

Cooperation

Competition

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Question # 17 of 20 ( Start time: 03:56:34 PM ) Total Marks: 1

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

Question # 18 of 20 ( Start time: 03:56:58 PM ) Total Marks: 1

Which type of trust is founded on information?

Select correct option:

Calculus-based trust

Productive-based trust

**Knowledge-based trust**

Identification-based trust

<https://docs.google.com/viewer?>

[a=v&q=cache:QLRGJml8e8cJ:www.adb.org/documents/information/knowledge-solutions/Managing-Virtual-Teams.pdf+Calculus-based+trust+is+founded+on+information&hl=en&gl=pk&pid=bl&srcid=ADGEESg1a4Rbv8Owx5Jrf5CJHc1jm5hYjNZ2nU4QVf5z\\_RnIKjGlTvE38LIROMcVPjAW4mjBuwFBDzOdYqFOkyRAg-dlhEu-CQZOBya5U4vkj\\_BHx0TJhXdewt4ZWozwerbTfzMt-myD&sig=AHIEtbStl7Ksfaxje9zKe6kcZC19hHKPyA](https://docs.google.com/viewer?a=v&q=cache:QLRGJml8e8cJ:www.adb.org/documents/information/knowledge-solutions/Managing-Virtual-Teams.pdf+Calculus-based+trust+is+founded+on+information&hl=en&gl=pk&pid=bl&srcid=ADGEESg1a4Rbv8Owx5Jrf5CJHc1jm5hYjNZ2nU4QVf5z_RnIKjGlTvE38LIROMcVPjAW4mjBuwFBDzOdYqFOkyRAg-dlhEu-CQZOBya5U4vkj_BHx0TJhXdewt4ZWozwerbTfzMt-myD&sig=AHIEtbStl7Ksfaxje9zKe6kcZC19hHKPyA)

Question # 19 of 20 ( Start time: 03:57:35 PM ) Total Marks: 1

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

Question # 20 of 20 ( Start time: 03:58:14 PM ) Total Marks: 1

A society's approach to deal with the conflict is one important aspect of:

Select correct option:

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Micro system

**Culture**

Macro system

None of the above

Question # 1 of 20 ( Start time: 04:03:15 PM ) Total Marks: 1

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

Select correct option:

Constructive

Cooperative

**Destructive**

Productive

Question # 2 of 20 ( Start time: 04:03:53 PM ) Total Marks: 1

Negotiation tactics that confirm and protect the dignity of each participant is a useful approach to resolve:

Select correct option:

Values conflict

**Threats to self concept and world view**

Displaced conflict

Displaced conflict

Question # 3 of 20 ( Start time: 04:04:39 PM ) Total Marks: 1

A manager wants to have an important negotiated agreement with a party? Which one of the following approach will be best for him before making the final agreement?

Select correct option:

Negotiation

Mediation

**BATNA**

None of the above

Question # 4 of 20 ( Start time: 04:05:32 PM ) Total Marks: 1

Often conflict participants paint themselves into a corner by firmly demanding what they want at the outset, in a process known as:

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Select correct option:

- Teamwork
- Negotiating
- Positional bargaining**
- None of the above

Question # 5 of 20 ( Start time: 04:06:37 PM ) Total Marks: 1

If the intended meaning of a person is different from what that we perceive during the communication then what will be the end result?

Select correct option:

- Better understanding
- Misunderstanding and possible conflict**
- Better communication
- None of the above

Question # 6 of 20 ( Start time: 04:07:16 PM ) Total Marks: 1

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

Select correct option:

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

Question # 7 of 20 ( Start time: 04:08:14 PM ) Total Marks: 1

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

Select correct option:

- Air, food, shelter & sleep**
- Love & belongingness
- Be a unique individual
- Safety & security

Question # 8 of 20 ( Start time: 04:08:45 PM ) Total Marks: 1

Which type of trust is founded on information?

Select correct option:

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

Question # 9 of 20 ( Start time: 04:09:07 PM ) Total Marks: 1  
In which type of conflict both parties come together voluntarily on a certain issue and state their relative position regarding the impact of the situation:  
Select correct option:

**Constructive**  
Cooperative  
Destructive  
Competitive

Question # 10 of 20 ( Start time: 04:10:35 PM ) Total Marks: 1  
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

Question # 11 of 20 ( Start time: 04:11:24 PM ) Total Marks: 1  
Which of the following may be the pressure against innovation?  
Select correct option:

Lack of proficiency in using new ways and tools  
Poor and inefficient outcome  
Perception of linking poor and inefficient outcome with innovative ideas  
**All of the above**

Question # 12 of 20 ( Start time: 04:12:02 PM ) Total Marks: 1  
Usually the sources of conflict are \_\_\_\_\_ and many of them are \_\_\_\_\_.  
Select correct option:

**Multiple, hidden**  
Multiple, obvious

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Less than 5, hidden  
Less than 5, obvious

Question # 13 of 20 ( Start time: 04:12:36 PM ) Total Marks: 1  
Sociograms and network analysis data are important organizational tools because they can provide an organization with:  
Select correct option:

Framework for replication  
Capacity of an organization to achieve goals  
Diagnostic tool and a baseline measure  
**All of the above**

Question # 14 of 20 ( Start time: 04:13:01 PM ) Total Marks: 1  
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

Question # 15 of 20 ( Start time: 04:13:45 PM ) Total Marks: 1  
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

Question # 16 of 20 ( Start time: 04:14:18 PM ) Total Marks: 1  
A constituent who is powerful enough to significantly alter the course of a conflict is a:  
Select correct option:

Advocate  
Disputant

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**Stakeholder**

Agent

Question # 17 of 20 ( Start time: 04:15:20 PM ) Total Marks: 1

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

Select correct option:

**John Adams**

John Howard

Andrew Simian

Andrew Bernstein

Question # 18 of 20 ( Start time: 04:15:58 PM ) Total Marks: 1

Bio-ecological systems theory tries to emphasize that:

Select correct option:

Changes in any one layer will move throughout other layers

A child’s own biology is a primary environment fueling his or her development

On complex “layers” of environment, each having an effect on a child’s development

**All of the given options**

Question # 19 of 20 ( Start time: 04:16:42 PM ) Total Marks: 1

The ADR movement in the U.S. has been dominated by the:

Select correct option:

**Efficiency wing**

Radical wing

Right wing

Left wing

Question # 20 of 20 ( Start time: 04:17:55 PM ) Total Marks: 1

\_\_\_\_\_ the sources of conflict can greatly help improve the chances of resolving the conflict.

Select correct option:

Organizing

Understanding

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**Understanding & conceptually organizing**

All of the given options

Question # 1 of 20 ( Start time: 04:52:11 PM ) Total Marks: 1

In which type of conflict coordination of effort, division of labor, orientation to task achievement, orderliness in discussion, and high productivity tend to exist?

Select correct option:

Constructive

**Cooperative**

Destructive

Competitive

Question # 2 of 20 ( Start time: 04:53:05 PM ) Total Marks: 1

Often conflict participants paint themselves into a corner by firmly demanding what they want at the outset, in a process known as:

Select correct option:

Teamwork

Negotiating

**Positional bargaining**

None of the above

Question # 3 of 20 ( Start time: 04:53:37 PM ) Total Marks: 1

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

Select correct option:

Ben Okri

**Walt Kelly**

Mao Zedong

Stuart Hampshire

Question # 4 of 20 ( Start time: 04:54:04 PM ) Total Marks: 1

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**

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Differences in conflict orientation  
Conflicts over deeply held values

Question # 5 of 20 ( Start time: 04:54:27 PM ) Total Marks: 1

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

Select correct option:

Opportunity for change  
Win-win situation  
**Competition**  
Positive

Question # 6 of 20 ( Start time: 04:55:13 PM ) Total Marks: 1

A manager wants to have an important negotiated agreement with a party? Which one of the following approach will be best for him before making the final agreement?

Select correct option:

Negotiation  
Mediation  
**BATNA**  
None of the above

Question # 7 of 20 ( Start time: 04:55:53 PM ) Total Marks: 1

Interpersonal conflict tends to be \_\_\_\_\_.

Select correct option:

Self-conscious  
Self-committed  
**Self-fulfilling**  
All of the given options

Question # 8 of 20 ( Start time: 04:56:19 PM ) Total Marks: 1

The extreme form of conflict is violence and violence generally hurts \_\_\_\_\_.

Select correct option:

Rich parties  
Poor parties

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**Weaker parties**

Stronger parties

Question # 9 of 20 ( Start time: 04:56:52 PM ) Total Marks: 1

In a conflict diagram participants are indicated by:

Select correct option:

Double-ended block arrow

One-tailed arrows

Straight lines

**Circles**

Question # 10 of 20 ( Start time: 04:57:21 PM ) Total Marks: 1

The parties in conflict believe they have \_\_\_\_\_ goals.

Select correct option:

Clear

Compatible

Dependable

**Incompatible**

Question # 11 of 20 ( Start time: 04:57:47 PM ) Total Marks: 1

To be a master artisan, creating products at the highest possible level, we need:

Select correct option:

Blue print

Toolbox

Proficiency

**All of the above**

Question # 12 of 20 ( Start time: 04:58:11 PM ) Total Marks: 1

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

Select correct option:

**Communication**

Relationships

Participation

Conflicts

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Question # 13 of 20 ( Start time: 04:58:51 PM ) Total Marks: 1  
Inaccurate \_\_\_\_\_ about how the other feels can lead to conflict.  
Select correct option:

Values  
Position  
Support  
**Perceptions**

Question # 14 of 20 ( Start time: 04:59:22 PM ) Total Marks: 1  
Which of the following type of justice prescribes whether the outcome of a conflict is fair?  
Select correct option:

Substantive  
Procedural  
**Distributive**  
Distributive

Question # 15 of 20 ( Start time: 04:59:48 PM ) Total Marks: 1  
A person who acts on behalf of a disputant is known as:  
Select correct option:

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

Question # 16 of 20 ( Start time: 05:00:38 PM ) Total Marks: 1  
Who said, "If you are a master, be some time blind; if a servant, sometimes deaf"?  
Select correct option:

Robert Gaits  
Robert Frost  
Thomas Millar  
**Thomas Fuller**

Question # 17 of 20 ( Start time: 05:01:23 PM ) Total Marks: 1  
Who are engaged in positional bargaining tends to focus their attention only on the

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issue represented by the position?

Select correct option:

- Agents
- Friends
- Principals
- Disputants**

Question # 18 of 20 ( Start time: 05:02:09 PM ) Total Marks: 1

1. In a case the buyer claims that the goods were delivered on October 5, a day late, while the seller argues that they were delivered on October 3. Which type of the following conflict it is:

Select correct option:

- Preferences and nuisances
- Data-type conflict: dispute over law
- Data-type conflict: dispute over facts**
- Interpersonal power imbalance

Question # 19 of 20 ( Start time: 05:03:07 PM ) Total Marks: 1

\_\_\_\_\_ adopts ADR to save time and money and \_\_\_\_\_ adopts ADR to attain better conflict resolution.

Select correct option:

- Efficiency wing, Radical wing**
- Trust, Power
- Radical wing, Efficiency wing
- None of the above

Question # 20 of 20 ( Start time: 05:03:34 PM ) Total Marks: 1

‘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

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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

In the American system of government, the formalized structure built to handle disputes that people have been unable to resolve on their own is \_\_\_\_\_.

Select correct option:

Dispute resolution

**Judicial system**

ADR

Defense dispute

Which of the following is associated with the Western culture?

Select correct option:

Collectivist culture

Monopolistic culture

**Individualistic culture**

None of the above

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

Select correct option:

Cooperation is less efficient than competition

Cooperation is destructive while competition is constructive

**Cooperation is constructive while competition is destructive**

Cooperation causes more duplication of effort than competition

Disputants usually \_\_\_\_\_ in their perceptual frames of reference.

Select correct option:

Do not differ

Resemble

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**Differ**

Agree

What is meant by conflict gamer?

Select correct option:

**The person who uses conflict like a game**

The person who fears from conflict

The person who urgently manages the conflict

None of the above

Which of the following may be the pressure against innovation?

Select correct option:

Lack of proficiency in using new ways and tools

Poor and inefficient outcome

Perception of linking poor and inefficient outcome with innovative ideas

**All of the above**

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

An employee hits his supervisor on the workshop floor after being rudely scolded.

The rest of the team unites in support of the employee and against the supervisor due to his typical abusive behavior. Which of the following type of conflict it is:

Select correct option:

Constructive

**Competitive**

Cooperative

Destructive

The extreme form of conflict is violence and violence generally hurts \_\_\_\_\_.

Select correct option:

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Rich parties  
Poor parties  
**Weaker parties**  
Stronger parties

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

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

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

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**

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**

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

Select correct option:

Walt Kelly  
Neil Johnson  
Hillary Belloc  
**Emily Dickinson**

1. In a case the buyer claims that the goods were delivered on October 5, a day late, while the seller argues that they were delivered on October 3. Which type of the following conflict it is:

Select correct option:

Preferences and nuisances  
Data-type conflict: dispute over law  
**Data-type conflict: dispute over facts**  
Interpersonal power imbalance

Interpersonal conflict tends to be \_\_\_\_\_.

Select correct option:

Self-conscious  
Self-committed  
**Self-fulfilling**  
All of the given options

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

Select correct option:

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

Which of the following 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:

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Mediation Arbitration  
Arbitration Mediation  
Combine Arbitration  
Hybrid Mediation

Which one of the following is right for alternate dispute resolution (ADR)?  
Select correct option:

It is a traditional and less costly approach for dispute resolution  
It is a modern and expensive approach for dispute resolution  
It is an approach that can never be used for dispute resolution  
None of the above

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