

HRM624 CONFLICT MANAGEMENT
QUIZZES CONFERENCE HELD ON 4-11-2010

Which of the following is NOT a common form of resolving conflict? Select correct option:

Negotiation

Arbitration

Meditation

Litigation

(Page 6) Forms of resolving conflict (Alternative Dispute Resolution) Common

forms of conflict resolution include: a) Negotiation

b) Meditation

c) Conciliation

d) Arbitration

e) Adjudication

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

Select correct option:

Moral

Systemic

Socialistic

Commercial

(Page 23) Person perspective

. Individual-disputant

. Joint-disputant

. Systemic

. Institution or society-wide

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".

Focusing only on resource aspects of a conflict leads to:

Select correct option:

Zero-sum thinking

A cooperative approach to resolution

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

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

Values
Position
Support

Perceptions

(Page 60) Perception of Similarity and difference

The positive and negative regard that cooperating and competing disputants hold for each other have indication for their perceptions about one another. People who like one another tend to focus on, and even inflate, mutual similarities, while they tend to ignore differences.

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

(Page 21) American "adversary legal system" reflects individualistic, adversarial cultural values.

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

(Page 21) 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

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

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(Page 36) "All men have an instinct for conflict: at least, all healthy men." Hilaire Belloc

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

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

Being in conflict with the wrong person, would be the: Select correct option:

Misattributed conflict

Misaligned conflict

Misplaced conflict

Displaced conflict

(Page 47)

Conflict Type

Explanation

Example

Misattributed There is an unacknowledged A teen living in the inner city under conflict conflict; one Disputant picks a circumstances of grinding poverty, fight with someone else. loses his temper and fights with a neighbour.

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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

(Please refer diagram on page 34)

Many conflictive situations have more than one _____.

Select correct option:

Agency conflict

Personal conflict

Interpersonal conflict

Intrapersonal conflict

(Page 36) When focusing on a dispute, it is useful to identify other conflicts involved in the dispute. Usually several interpersonal conflicts are involved but they are hidden.

Ten themes of conflict diagnosis are helpful in:

Select correct option:

Understanding nature of conflict

Making better use of ADR

Resolving conflict

All of the given options

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

Select correct option:

Interpretation

Perception

Reception

Stimulus

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

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

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

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Conflict diagnosis

Systematic conflict

(Page 23) Conflict Diagnosis

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.

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

_____ 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.

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

Ben Okri

Walt Kelly

Mao Zedong

Stuart Hampshire

(Page 37) We have met the enemy and it is us. **Walt Kelly**, "Pogo comic strip"

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

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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

(Page 4) One standing in the shoes of a disputant during an interpersonal conflict,

acting for the disputant is called an agent.

(Page 104) 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.

(Page 105) An extremely evaluative mediation may closely resemble nonbinding evaluation:

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

Agent

Advocate

Councilor

All of the given options

(Page 4) Agent: One standing in the shoes of a disputant during an interpersonal conflict, acting for the disputant is called an agent.

Advocate: An agent having a special obligation to represent the interests of his or her principal vigorously, zealously, and with a certain standard of competence is known as an advocate.

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

Displaced conflict

Misplaced conflict

Misaligned conflict

Misattributed conflict

(Page 46)

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

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

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) **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

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

Fear

Anger

Anxiety

Rage

(Page 5) Although various negative emotions affect negotiation outcomes, by far the

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most researched is anger.

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

Values

Position

Support

Perceptions

(Page 60) Perception of Similarity and difference

The positive and negative regard that cooperating and competing disputants hold for each other have indication for their perceptions about one another. People who like one another tend to focus on, and even inflate, mutual similarities, while they tend to ignore differences.

Hafiz: Inaccurate perceptions about how the other feels can lead to conflict.

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

Blood relation conflict

In-house conflict

Sibling rivalry

Mutual rivalry

Conflicts involving _____ matters are more difficult to resolve. Select correct option:

Personal

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. [http://www.allbusiness.com/finance/insurance-risk-](http://www.allbusiness.com/finance/insurance-risk-management/1103785-1.html)

[management/1103785-1.html](http://www.allbusiness.com/finance/insurance-risk-management/1103785-1.html)

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

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Publication

Bargaining

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

Select correct option:

Walt Kelly
Neil Johnson
Hillarie Belloc

Emily Dickinson

(Page 37) “It is essential to the sanity of mankind that each should think the other crazy...” **Emily Dickinson**

The parties in conflict believe they have _____ goals.

Select correct option:

Clear
Compatible
Dependable

Incompatible

(Page 8) In the interpersonal conflict, those who have incompatible goals are called disputants.

(Page 157) The parties in conflict believe they have incompatible goals, and their aim is to neutralize, gain advantage over, injure or destroy one another.

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

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

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

Select correct option:

Win-win

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Adversarial

Cooperative

None of the given options

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

Select correct option:

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Anxiety

Rage

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

Select correct option:

Mediation Arbitration

Arbitration Mediation

Combine Arbitration Hybrid

Mediation

Conflict is the source of _____ change.

Select correct option:

Personal & social

Political & legal

Hierarchical & political

Global & social

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

Select correct option:

It may be most important information

It may help to resolve the conflict

It may be the cause of conflict **All**

of the given options

(Page 33) Following are the purposes of a map or Sociogram:

1. It clarifies what the conflicts are among the disputants.
2. It helps us analyze disputants' interests.
3. It reveals interests of non-disputants that may impede resolution or provide ways to creative strategies to resolve the conflict.
4. It clarifies the points on which more information is needed

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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".

_____ 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

(Page 37) Understanding and conceptually organizing the sources of conflict can greatly help improve the chances of resolving the conflict.

Which of the following is the least intrusive of third-party processes? Select correct option:

Arbitration

Negotiation

Conciliation Adjudication

(Page 158) Conciliation is the least intrusive of third-party processes.

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).

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

Select correct option:

Authoritative

Tolerant

Permissive

Strict

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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

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

Select correct option:

Interpretation

Perception

Reception

Stimulus

(Page 29) Disputant receives the social stimulus with his or her senses
Remember that receiving the stimulus is only the first part of **perception** – the other essential part is **interpretation**. Stimulus reception can be prone to error.

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

Agency conflict

Personal conflict

Interpersonal conflict

Intrapersonal conflict

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

Communication

Relationships

Participation

Conflicts

(Please refer diagram on page 34)

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 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.

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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 faulty perceptions that arise during conflicts are usually thought as: Select correct option:

Obscure

Obvious

Uncertain

Ambiguous

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 27) Sources of conflict are usually hidden

Opposing needs, ideas, goals and interests may be the sources of conflict. Conflicts may be real and/or perceived (Corvette, 2007). Conflict is a very complex and multifaceted phenomenon.

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

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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

(Page 51) 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.

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

Interests

Disputants

Divergent goals

All of the given options

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

Preferences & nuisances conflict

Communication conflict

Data-type conflict

Resource conflict

(Page 40)

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

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.

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c) **Nonbinding evaluation**- neutral third party renders a nonbinding evaluation of the conflict

Generation of options for responding in conflictive situation depends upon: Select correct option:

Creativity

Thinking out of the box

Thinking level of disputants **All of the given options**

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

Agent

Advocate

Councilor

All of the given options

(Page 4) Agent: One standing in the shoes of a disputant during an interpersonal conflict, acting for the disputant is called an agent.

Advocate: **An agent** having a special obligation to represent the interests of his or her principal vigorously, zealously, and with a certain standard of competence is known as an advocate.

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

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

Understanding nature of conflict

Making better use of ADR

Resolving conflict

All of the given options

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

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Verbal

Nonverbal

Contextual

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All of the given options

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

Select correct option:

Communication

Negotiation

Publication

Bargaining

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Win-win situation

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Walt Kelly

Mao Zedong

Stuart Hampshire

(Page 37) We have met the enemy and it is us. Walt Kelly, "Pogo comic strip"

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

Select correct option:

Fear

Anger

Anxiety

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Rage

(Page 5) Although various negative emotions affect negotiation outcomes, by far the most researched is **anger**.

Interpersonal conflict tends to be _____.

Select correct option:

Self-conscious

Self-committed

Self-fulfilling

All of the given options

(Page 31) Interpersonal conflict tends to be self-fulfilling

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

Select correct option:

Authoritative

Tolerant

Permissive Strict

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

Select correct option:

Communication

Relationships

Participation

Conflicts

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 is often unconscious to the actor. This can create a situation in which hidden motives unduly influence an actor because he or she is unaware of their existence and influence

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

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Negotiation

Publication Bargaining

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Position

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Perceptions

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‘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

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Sandra Day O'Connor

(Page 17) An ounce of mediation is worth a pound of arbitration and a ton of litigation.

Joseph Grynbaum

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

Select correct option:

Sociomap

Sociogram

Interception

Determination

(Page 36) A sociogram is a diagram or chart that shows individuals and their relationships to one another.

Who love the interpersonal conflicts? Select correct option:

Conflict fixated

Conflict phobic

Conflict gamer

Conflict obsessed

(Page 24) Conflict gamers love interpersonal conflict and feel the most alive when up to their necks in it. They don't seem to meet to prepare for a negotiation- their innate personality and temperament alone seem to be preparation enough.

Which of the following is a consequence of person prospective under the interpersonal conflict? Select correct option:

Moral

Systemic

Socialistic

Commercial

(Page 23) Perspectives on the Handling of Interpersonal Conflict Person

perspective

. Individual-disputant

. Joint-disputant

. Systemic

. Institution or society-wide

The extreme form of conflict is violence and violence generally hurts _____. Select correct option:

Rich parties

Poor parties

Weaker parties

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Stronger parties

(Page 17) Extreme form of conflict is violence and violence generally hurts weaker parties.

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**

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Opportunity for change

Win-win situation

Competition Positive

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Generation of options for responding in conflictive situation depends upon: Select correct option:

- Creativity
- Thinking out of the box
- Thinking level of disputants

All of the given options

_____ 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
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Select correct option:

- Sociomap
- Sociogram**
- Interception
- Determination

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

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

- Interests
- Disputants

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Divergent goals

All of the given options

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(Page 31) Interpersonal conflict tends to be self-fulfilling

The parties in conflict believe they have _____ goals. Select correct option:

Clear

Compatible

Dependable

Incompatible

_____ 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.

Disputants usually _____ in their perceptual frames of reference. Select correct option:

Do not differ

Resemble

Differ

Agree

(Page 31) Because the perceptual frames of reference of disputants usually differ

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

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Relationships

Participation Conflicts

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

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Emily Dickinson

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Jorge Washington

Hillarie Belloc Aristotle

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Nonbinding Evaluation

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Select correct option:

It may be most important information

It may help to resolve the conflict

It may be the cause of conflict

All of the given options

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Joseph Grynbaum

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(Page 32) Motivation is often unconscious to the actor. This can create a situation in which hidden motives unduly influence an actor because he or she is unaware of their existence and influence _____ 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 is similar to litigation. Except that the law underlying recourse to the process is regulatory.

Who love the interpersonal conflicts? Select correct option:

Conflict fixated

Conflict phobic

Conflict gamer

Conflict obsessed

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

Personal & social

Political & legal

Hierarchical & political Global & social

Which of the following is NOT a common form of resolving conflict? Select correct option:

Negotiation

Arbitration

Meditation **Litigation**

(Page 6) Common forms of conflict resolution include: a)

Negotiation

b) Meditation

c) Conciliation

d) Arbitration

e) Adjudication

(Page 12) Litigation is adjudication in court system, under legal auspices, in which the adjudicator is the

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judge.

- a) Only certain situations can legally be taken to court.
- b) Process is very formal and structured to protect the due process rights of the litigants.
- c) In litigation only certain kinds of outcomes are legally possible.

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

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

Interpretation

Perception

Reception

Stimulus

(Page 29) Disputant receives the social stimulus with his or her senses
Remember that receiving the stimulus is only the first part of **perception** – the other essential part is **interpretation**. Stimulus reception can be prone to error.

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

Select correct option:

Intentions

Heuristics

Perceptions

None of the given options

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

Henry Ford

Jimmy Carter

Nelson Mandela

Abraham Lincoln

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_____ 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

(Page 37) Understanding and conceptually organizing the sources of conflict can greatly help improve the chances of resolving the conflict.

Which of the following is the least intrusive of third-party processes? Select correct option:

Arbitration

Negotiation

Conciliation

Adjudication

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

It may be most important information

It may help to resolve the conflict

It may be the cause of conflict

All of the given options

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 the sense that the other 'disputant' is threatening to one's well being and goals is following.

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

Select correct option:

Agent

Principal

Advocate

Stakeholder

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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

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