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## HRM624 CONFLICT MANAGEMENT QUIZZES2 29-11-2010

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

Select correct option:

Walt Kelly

Neil Johnson

Hillarie Belloc

**Emily Dickinson**

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

Select correct option:

Circles

Straight lines

One-tailed arrows

**A double ended block arrow**

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

Select correct option:

**Conflict diagnosis**

Commercial conflict

Conflict resolution

Systematic conflict

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

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

Select correct option:

Commercial conflict

Conflict resolution

**Conflict diagnosis**

Systematic conflict

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

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

Select correct option:

Calculus-based

Experience-based

Knowledge-based

**Identification-based**

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

Which type of trust is founded on information?

Select correct option:

Calculus-based trust

Productive-based trust

**Knowledge-based trust**

Identification-based trust

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

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

The origin of knowledge-based trust is/are:

Select correct option:

Being well acquainted with one another

Intimate & well-functioning family relationships

Investigation & research or a long-term relationship

**All of the given options**

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

Select correct option:

**Calculus-based trust**

Productive-based trust

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Knowledge-based trust  
Identification-based trust

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

[http://www.diamondmc.com/Groups/Resource%20Centre/Diamond%20Resources/comp10\\_TrustInRelationships.pdf](http://www.diamondmc.com/Groups/Resource%20Centre/Diamond%20Resources/comp10_TrustInRelationships.pdf)

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

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

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

[http://www.diamondmc.com/Groups/Resource%20Centre/Diamond%20Resources/comp10\\_TrustInRelationships.pdf](http://www.diamondmc.com/Groups/Resource%20Centre/Diamond%20Resources/comp10_TrustInRelationships.pdf)

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

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

**(Page 72)**

A business relationship has following components.

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

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

Resource conflict  
**Data-type conflict**

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Communication conflict  
Preferences & nuisances conflict

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

Select correct option:

Obscure  
**Obvious**  
Uncertain  
Ambiguous

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

Select correct option:

**Mixed processes**  
Expert processes  
Dynamic processes  
Processes evaluation

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

Select correct option:

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

**Which of the following can be happened in revengeful culture?**

Select correct option:

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

**(Page 75)**

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

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

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

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

Select correct option:

**Air, food, shelter & sleep**

Love & belongingness

Be a unique individual

Safety & security

Abraham Mazlow believed that the most basic needs are:

Select correct option:

Safety needs

Security needs

**Physiological needs**

Psychological needs

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

Select correct option:

Henry Ford

Jimmy Carter

**Nelson Mandela**

Abraham Lincoln

Efforts to apply alternative blueprints largely fail because:

Select correct option:

There is little support from others

**People lack proficiency in using new tools**

People try to use old tools to address alternative blueprints

All of the given options

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

Select correct option:

Rich parties

Poor parties

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**Weaker parties**

Stronger parties

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

Select correct option:

**Trust versus mistrust**

Initiative versus guilt

Industry versus inferiority

Autonomy versus doubt & shame

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

Usually the sources of conflict are \_\_\_\_\_ and many of them are \_\_\_\_\_.

Select correct option:

**Multiple, hidden**

Multiple, obvious

Less than 5, hidden

Less than 5, obvious

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

Select correct option:

Arbitration

Negotiation

**Conciliation**

Adjudication

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

Select correct option:

**Air, food, shelter & sleep**

Love & belongingness

Be a unique individual

Safety & security

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

Select correct option:

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

Interpersonal conflict

**Intrapersonal conflict**

Interpretive conflict

Not a conflict

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

Select correct option:

Opportunity for change

Win-win situation

**Competition**

Positive

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

Select correct option:

Education levels are different

Family backgrounds are different

**People try to conceive what they want**

People have different experiences and beliefs

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

Select correct option:

Do not differ

Resemble

**Differ**

Agree

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

Select correct option:

Ben Okri

**Walt Kelly**

Mao Zedong

Stuart Hampshire

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

Select correct option:

Win-win

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

**Adversarial**

Cooperative

None of the given options

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

Select correct option:

It may be most important information

It may help to resolve the conflict

It may be the cause of conflict

**All of the given options**

Inaccurate \_\_\_\_\_ about how the other feels can lead to conflict.

Select correct option:

Values

Position

Support

**Perceptions**

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

Select correct option:

It may be most important information

It may help to resolve the conflict

It may be the cause of conflict

**All of the given options**

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

Select correct option:

**Business relationship**

Adversary relationship

Competitive relationship

All of the given options

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

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

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**conflict is fair?**

Select correct option:

Substantive

Procedural

**Distributive**

Distributive

**(Page 54)**

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

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

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

Select correct option:

**Procedural**

Distributive

Procedural

Substantive

**In a conflict diagram participants are indicated by:**

Select correct option:

Double-ended block arrow

One-tailed arrows

Straight lines

**Circles**

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

Select correct option:

Win-win

**Adversarial**

Cooperative

None of the given options

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

Select correct option:

Obscure

**Obvious**

Uncertain

Ambiguous

\_\_\_\_\_ is similar to the litigation, except that the law underlying recourse to the

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**process is regulatory.**

Select correct option:

Arbitration

Negotiation

**Agency adjudication**

None of the given options

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

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

Select correct option:

Strategy

Judiciary

Power struggles

**Conflicts of interest**

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

Select correct option:

Cooperation is less efficient than competition

Cooperation is destructive while competition is constructive

**Cooperation is constructive while competition is destructive**

Cooperation causes more duplication of effort than competition

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

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

1. Conflict is either cooperative or competitive.

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

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

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

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

Select correct option:

Agent

Mediation

Nonbinding Evaluation

**None of the given options**

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

Select correct option:

Intentions

Heuristics

**Perceptions**

None of the given options

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

Select correct option:

Reinforcement

Determination

Confidence

**Motivation**

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

Select correct option:

Boris Alyson

Lewis Carroll

**Joaquim Maria**

Samuel Godwyn

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

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

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

Select correct option:

It ensures user doesn't miss an optimal resolution

**It creates greater inflexibility in coming to settlement**

It helps user visualize and recognize alternate ways to meet goals

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

**(Page 49)** Purpose of Interest Analysis

Here are some of the purposes of the interest analysis.

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

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

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

Select correct option:

It ensures user doesn't miss an optimal resolution

It creates greater flexibility in coming to settlement

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

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

#### (Page 49) Purpose of Interest Analysis

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

Generation of options for responding in conflictive situation depends upon:

Select correct option:

Creativity

Thinking out of the box

Thinking level of disputants

**All of the given options**

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

Select correct option:

Ben Okri

**Walt Kelly**

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Mao Zedong  
Stuart Hampshire

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

Select correct option:

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

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

Select correct option:

Henry Ford  
Jimmy Carter  
**Nelson Mandela**  
Abraham Lincoln

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

Select correct option:

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

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

Select correct option:

Win-win  
**Adversarial**  
Cooperative  
None of the given options

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

Select correct option:

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Exacerbation  
Competition  
**Cooperation**  
Escalation

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

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

Joint-disputant  
**Social disputant**  
Individual disputant  
Institution or society

**(Page 23) Person perspective:**

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

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

Select correct option:

Moral  
**Systemic**  
Socialistic  
Commercial

**(Page 23) Person perspective:**

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

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

Select correct option:

Constructive  
Cooperative

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**Destructive**

Productive

**Who love the interpersonal conflicts?**

Select correct option:

Conflict fixated

Conflict phobic

**Conflict gamer**

Conflict obsessed

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

Select correct option:

Do not differ

Resemble

**Differ**

Agree

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

Select correct option:

Interests

Disputants

Divergent goals

**All of the given options**

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

Select correct option:

It is less destructive political behavior

It results in missed opportunities

**It increases the productivity**

It results in fewer turnovers

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

Select correct option:

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It results in fewer turnovers

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

Select correct option:

Joint-disputant

**Social disputant**

Individual disputant

Institution or society

**In a conflict diagram participants are indicated by:**

Select correct option:

Double-ended block arrow

One-tailed arrows

Straight lines

**Circles**

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

Select correct option:

Law

**Fact**

Community

Communication

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

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

Select correct option:

Mediation Arbitration

**Arbitration Mediation**

Combine Arbitration

Hybrid Mediation

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

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Select correct option:

**Dispute**

- Collision
- Conciliation
- Adjudication

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

Select correct option:

**Air, food, shelter & sleep**

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

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

Select correct option:

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

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

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

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

Select correct option:

- Reinforcement
- Determination
- Confidence
- Motivation**

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

Select correct option:

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**Communication**

Relationships  
Participation  
Conflicts

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

Select correct option:

Strategy  
Judiciary  
Power struggles

**Conflicts of interest**

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

Select correct option:

Strategy  
Judiciary  
Power struggles

**Conflicts of interest**

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

Select correct option:

Intentions  
Heuristics  
**Perceptions**

None of the given options

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

Select correct option:

**Mixed processes**

Expert processes  
Dynamic processes

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Processes evaluation

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

Select correct option:

Calculus-based

Experience-based

**Knowledge-based**

Identification-based

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

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

Select correct option:

Interpersonal conflict

**Intrapersonal conflict**

Interpretive conflict

Not a conflict

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

Select correct option:

**Agent**

Advocate

Councilor

All of the given options

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

Select correct option:

Mistrust

Loss aversion

**Meta-disputes**

Lack of ripeness

**(Page 75)** Meta Disputes

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

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**The Meta-disputes generally are based on:**

Select correct option:

- Anger
- Bad feelings
- Revengeful attitude

**Misunderstandings**

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

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

Select correct option:

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

**Blinding the disputant to any position but their own**

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

Select correct option:

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

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

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

Select correct option:

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

**It results in fewer turnovers**

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

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

**interests EXCEPT:**

Select correct option:

It ensures user doesn't miss an optimal resolution

It creates greater inflexibility in coming to settlement

It helps user visualize and recognize alternate ways to meet goals

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

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

Select correct option:

Balanced, neutral fact-finding & evaluation

Restraint of emotional expression

Explicit, detailed agreements

**Informality**

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

Select correct option:

Joint-disputant

**Social disputant**

Individual disputant

Institution or society

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

Select correct option:

Intentions

Heuristics

**Perceptions**

None of the given options

**In a conflict diagram conflict is indicated by \_\_\_\_\_ with the parties at both ends.**

Select correct option:

Circles

Straight lines

One-tailed arrows

**A double ended block arrow**

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**Abraham Mazlow believed that the most basic needs are:**

Select correct option:

Safety needs

Security needs

**Physiological needs**

Psychological needs

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

Select correct option:

**Misattributed conflict**

Misaligned conflict

Misplaced conflict

Displaced conflict

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

Select correct option:

Only destructive

Only constructive

Cooperative but destructive

**Competitive but constructive**

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

Select correct option:

Zero-sum thinking

A cooperative approach to resolution

A competitive approach to resolution

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

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

Select correct option:

Arbitration

Negotiation

**Conciliation**

Adjudication

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

Select correct option:

Rich parties

Poor parties

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

**Weaker parties**

Stronger parties

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

Select correct option:

Exacerbation

Competition

**Cooperation**

Escalation

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

Select correct option:

**Ben Okri**

Walt Kelly

Stuart Hampshire

None of the given options

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

**Ben Okri (1959 )**

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

Select correct option:

Sociomap

**Sociogram**

Interception

Determination

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

Select correct option:

Joint-disputant

**Social disputant**

Individual disputant

Institution or society

**Children with \_\_\_\_\_ parents are more likely to learn all disputants matter in a conflict.**

Select correct option:

**Authoritative**

Tolerant

Permissive

Strict

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

Select correct option:

To prove self worth

**To continue further disarray**

Rigidity of values & fixity of mind

Disappointment of vengeful disputant

**(Page 75)**

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

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

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

Select correct option:

Avoidance of later sabotage

Avoidance of positional bargaining

Craft proposals the other side wants to accept

**Blinding the disputant to any position but their own**

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

Select correct option:

Sociomap

**Sociogram**

Interception

Determination

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

Select correct option:

**Agent**

Principal

Advocate

Stakeholder

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Ten themes of conflict diagnosis are helpful in:

Select correct option:

Understanding nature of conflict

Making better use of ADR

Resolving conflict

**All of the given options**

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

Select correct option:

Mediation Arbitration

**Arbitration Mediation**

Combine Arbitration

Hybrid Mediation

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

Select correct option:

**Air, food, shelter & sleep**

Love & belongingness

Be a unique individual

Safety & security

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

Select correct option:

Constructive

Cooperative

**Destructive**

Productive

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

Select correct option:

**Over commitment & entrapment**

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

Excluded stakeholders  
Jackpot syndrome  
Lack of ripeness

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

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

Select correct option:

Verbal  
Nonverbal  
Contextual

**All of the given options**

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

Select correct option:

Substantive  
Procedural

**Distributive**  
**Distributive**

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

Select correct option:

Personal  
Monetary  
Intangible

**All of the given options**(corrected)

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

Select correct option:

Henry Ford  
Jimmy Carter  
**Nelson Mandela**  
Abraham Lincoln

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

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

Select correct option:

Opportunity for change

Win-win situation

**Competition**

Positive

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

Select correct option:

Establishing ground rules for civility

Pointing out areas of agreement

**Using competitive language**

Assigning joint tasks

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

Select correct option:

Boris Alyson

Lewis Carroll

**Joaquim Maria**

Samuel Godwyn

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

Select correct option:

**Displaced conflict**

Misplaced conflict

Misaligned conflict

Misattributed conflict

(Page 46)

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

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

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

Select correct option:

**Air, food, shelter & sleep**

Love & belongingness

Be a unique individual

Safety & security

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

Select correct option:

Advocate's interests

Disputant's interests

Advocate of other disputant's interests

**Constituents & stake holder's interests**

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

Select correct option:

**Communication**

Relationships

Participation

Conflicts

Ten themes of conflict diagnosis are helpful in:

Select correct option:

Understanding nature of conflict

Making better use of ADR

Resolving conflict

**All of the given options**

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

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

Select correct option:

Threats to self-concept & world view

**Differing attributions of causation**

Differences in conflict orientation

Conflicts over deeply held values

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

Select correct option:

**Trust versus mistrust**

Initiative versus guilt

Industry versus inferiority

Autonomy versus doubt & shame

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

Select correct option:

Negotiation

Arbitration

Meditation

**Litigation**

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

Select correct option:

Law

**Fact**

Community

Communication

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

Select correct option:

It is less destructive political behavior

It results in missed opportunities

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

It increases the productivity

**It results in fewer turnovers**

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

Select correct option:

Boris Alyson

Lewis Carroll

**Joaquim Maria**

Samuel Godwyn

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

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

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

Select correct option:

Circles

Straight lines

One-tailed arrows

**A double ended block arrow**

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

Select correct option:

Resource conflict

**Data-type conflict**

Communication conflict

Preferences & nuisances conflict

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

Select correct option:

Obscure

**Obvious**

Uncertain

Ambiguous

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

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

Select correct option:

Avoidance of later sabotage

Avoidance of positional bargaining

Craft proposals the other side wants to accept

**Blinding the disputant to any position but their own**

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

Select correct option:

Self-conscious

Self-committed

**Self-fulfilling**

All of the given options

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

Select correct option:

Establishing ground rules for civility

Pointing out areas of agreement

**Using competitive language**

Assigning joint tasks

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

Select correct option:

Individualistic

Constructive

**Competitive**

Destructive

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

Select correct option:

**Business relationship**

Adversary relationship

Competitive relationship

All of the given options

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

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

Select correct option:

Henry Ford  
Jimmy Carter  
**Nelson Mandela**  
Abraham Lincoln

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

Select correct option:

Communication  
Negotiation  
**Publication**  
Bargaining

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

Select correct option:

Do not differ  
Resemble  
**Differ**  
Agree

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

Select correct option:

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

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

Select correct option:

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

A general negative and competitive approach to conflict is generally considered

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



to be:

Select correct option:

- Constructive
- Cooperative
- Destructive**
- Productive

Abraham Mazlow believed that the most basic needs are:

Select correct option:

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

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

Select correct option:

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

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

Select correct option:

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

**(Page 47)**

**Conflict Type:** Misattributed conflict

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

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

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

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Select correct option:

Agents  
Friends  
Principals  
**Disputants**  
duasmile: 1

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

Select correct option:

Mediation Arbitration  
**Arbitration Mediation**  
Combine Arbitration  
Hybrid Mediation

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

Select correct option:

Sociomap  
**Sociogram**  
Interception  
Determination

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

Select correct option:

**Procedural**  
Distributive  
Procedural  
Substantive

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

Select correct option:

La Bruyere  
S. T. Johns

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**David Ricardo**

Lord Palmerston

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

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

Select correct option:

Constructive conflict

**Competitive conflict**

Cooperative conflict

Destructive conflict

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

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

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

Select correct option:

**Air, food, shelter & sleep**

Love & belongingness

Be a unique individual

Safety & security

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

Select correct option:

Mistrust

Loss aversion

**Meta-disputes**

Lack of ripeness

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

Select correct option:

War

Collision

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**Legal dispute**

Fender-Bender

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

Select correct option:

Constructive

Cooperative

**Destructive**

Productive

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

Select correct option:

Threats to self-concept & world view

**Differing attributions of causation**

Differences in conflict orientation

Conflicts over deeply held values

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

Select correct option:

**Procedural**

Distributive

Procedural

Substantive

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

Select correct option:

**Interpretation**

Perception

Reception

Stimulus

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

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

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

Select correct option:

Cooperation is less efficient than competition

Cooperation is destructive while competition is constructive

**Cooperation is constructive while competition is destructive**

Cooperation causes more duplication of effort than competition

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

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

1. Conflict is either cooperative or competitive.

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

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

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

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

Select correct option:

Fear

**Anger**

Anxiety

Rage

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

Select correct option:

Mediation Arbitration

**Arbitration Mediation**

Combine Arbitration

Hybrid Mediation

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

Select correct option:

**Dispute**

Collision

Conciliation

Adjudication

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

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

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

Select correct option:

Advocate's interests

Disputant's interests

Advocate of other disputant's interests

**Constituents & stake holder's interests**

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

Select correct option:

Exacerbation

Competition

**Cooperation**

Escalation

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

Select correct option:

Circles

Straight lines

One-tailed arrows

**A double ended block arrow**

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

Select correct option:

Calculus-based trust

Productive-based trust

**Knowledge-based trust**

Identification-based trust

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

Select correct option:

Calculus-based

Experience-based

Knowledge-based

**Identification-based**

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Which type of trust is founded on information?

Select correct option:

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

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

Select correct option:

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

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

Select correct option:

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

(Page 40)

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

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

Select correct option:

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

Which of the following can be happened in revengeful culture?

Select correct option:

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**It is difficult to resolve conflict through ADR**

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

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

Select correct option:

**Agent**

Advocate  
Councilor  
All of the given options

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

Select correct option:

Commercial conflict  
Conflict resolution  
**Conflict diagnosis**  
Systematic conflict

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

Select correct option:

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

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

Select correct option:

Arbitration  
Negotiation  
**Conciliation**  
Adjudication

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

Select correct option:

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



Fear  
Anger  
Satisfaction  
**Stress**

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

Select correct option:

**Agent**  
Principal  
Advocate  
Stakeholder

**Who love the interpersonal conflicts?**

Select correct option:

Conflict fixated  
Conflict phobic  
**Conflict gamer**  
Conflict obsessed

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

Select correct option:

**John Adams**  
John Howard  
Andrew Simian  
Andrew Bernstein

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

Select correct option:

Boris Alyson  
Lewis Carroll  
**Joaquim Maria**  
Samuel Godwyn

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

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

**interests EXCEPT:**

Select correct option:

It ensures user doesn't miss an optimal resolution

It creates greater flexibility in coming to settlement

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

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

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

Select correct option:

Rich parties

Poor parties

**Weaker parties**

Stronger parties

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

Select correct option:

**Trust versus mistrust**

Initiative versus guilt

Industry versus inferiority

Autonomy versus doubt & shame

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

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

Select correct option:

**Personal & social**

Political & legal

Hierarchical & political

Global & social

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

Select correct option:

**Agent**

Principal

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Advocate  
Stakeholder

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

Select correct option:

Communication  
Negotiation  
**Publication**  
Bargaining

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

Select correct option:

Fear  
Anger  
Satisfaction  
**Stress**

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

Select correct option:

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

**Which type of trust is founded on information?**

Select correct option:

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

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

Select correct option:

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

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

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

Select correct option:

**Interpretation**

Perception  
Reception  
Stimulus

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

Select correct option:

Substantive  
Procedural

**Distributive**  
**Distributive'**

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

Select correct option:

**Procedural**

Distributive  
**Procedural**  
Substantive

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

Select correct option:

Law

**Fact**

Community  
Communication

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

Select correct option:

Constructive

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

Cooperative  
**Destructive**  
Productive

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

Select correct option:

Commercial conflict  
Conflict resolution  
**Conflict diagnosis**  
Systematic conflict

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

Select correct option:

**Trust**  
Mistrust  
Cooperation  
Competition

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

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

Select correct option:

**Communication**  
Relationships  
Participation  
Conflicts

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

Select correct option:

Family tree  
**Interest tree**  
Diagrammatic  
Interest picture

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

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

Select correct option:

Aristotle

Walt Kelly

**La Bruyere**

Mark D. Burn

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

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

Select correct option:

It ensures user doesn't miss an optimal resolution

**It creates greater inflexibility in coming to settlement**

It helps user visualize and recognize alternate ways to meet goals

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

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

Select correct option:

To prove self worth

**To continue further disarray**

Rigidity of values & fixity of mind

Disappointment of vengeful disputant

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

Select correct option:

Threats to self-concept & world view

**Differing attributions of causation**

Differences in conflict orientation

Conflicts over deeply held values

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

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

Select correct option:

Mediation Arbitration

**Arbitration Mediation**

Combine Arbitration

Hybrid Mediation

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

Select correct option:

**Agent**

Principal

Advocate

Stakeholder

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

Select correct option:

Ben Okri

**Walt Kelly**

Mao Zedong

Stuart Hampshire

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

Select correct option:

**Over commitment & entrapment**

Excluded stakeholders

Jackpot syndrome

Lack of ripeness

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

Select correct option:

Organizing

Understanding

Understanding & conceptually organizing

**All of the given options**

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

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

Select correct option:

**Communication**

Relationships  
Participation  
Conflicts

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

Select correct option:

Rich parties  
Poor parties

**Weaker parties**

Stronger parties

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

Select correct option:

Constructive conflict

**Competitive conflict**

Cooperative conflict  
Destructive conflict

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

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

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

Select correct option:

Arbitration  
Negotiation

**Conciliation**

Adjudication

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

Select correct option:

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

**Calculus-based trust**

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

[http://www.diamondmc.com/Groups/Resource%20Centre/Diamond%20Resources/camp10\\_TrustInRelationships.pdf](http://www.diamondmc.com/Groups/Resource%20Centre/Diamond%20Resources/camp10_TrustInRelationships.pdf)

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

Select correct option:

Clear

Compatible

Dependable

**Incompatible**

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

Select correct option:

Threats to self-concept & world view

**Differing attributions of causation**

Differences in conflict orientation

Conflicts over deeply held values

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

Select correct option:

Commercial conflict

Conflict resolution

**Conflict diagnosis**

Systematic conflict

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

Select correct option:

Strategy

Judiciary

Power struggles

**Conflicts of interest**

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

Select correct option:

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It ensures user doesn't miss an optimal resolution

**It creates greater inflexibility in coming to settlement**

It helps user visualize and recognize alternate ways to meet goals

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

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

Select correct option:

Arbitration

Negotiation

**Conciliation**

Adjudication

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

Select correct option:

Intentions

Heuristics

**Perceptions**

None of the given options

**In a conflict diagram participants are indicated by:**

Select correct option:

Double-ended block arrow

One-tailed arrows

Straight lines

**Circles**

**Which type of trust is founded on information?**

Select correct option:

Calculus-based trust

Productive-based trust

**Knowledge-based trust**

Identification-based trust

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

Select correct option:

Aristotle

Walt Kelly

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**La Bruyere**

Mark D. Burn

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

Select correct option:

Communication

Negotiation

**Publication**

Bargaining

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

Select correct option:

**Over commitment & entrapment**

Excluded stakeholders

Jackpot syndrome

Lack of ripeness

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

Select correct option:

Sociomap

**Sociogram**

Interception

Determination

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**

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

Select correct option:

Constructive conflict

**Competitive conflict**

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Cooperative conflict  
Destructive conflict

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

Ben Okri  
**Walt Kelly**  
Mao Zedong  
Stuart Hampshire

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

Constructive  
Cooperative  
**Destructive**  
Productive

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

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

**BEST OF LUCK!!!**

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