

## CONFLICT MANAGEMENT (HRM624)

SEMESTER SPRING (2009)

QUIZ No. 01

DUE DATE: MAR 31<sup>ST</sup>, 2009

TOTAL MARKS: 20

### Instructions

- This quiz covers lesson No. 01 – 08
- Last date for submission of quiz is **31/03/2009**
- Don't rely only on handouts; use other reference books & material as well.
- All questions carrying equal marks and there is no any negative marking.
- Cheating or copying of quiz is strictly prohibited; No credit will be given to copied quiz.
- Make sure that you upload the solution before due date. No quiz will be accepted through e-mail after the due date under any condition.
- Submit your solution file (word format) in the following shape/form.

Q No.	Selected options
1	b
2	a
3	d

- Once you upload the quiz on LMS, it will not be replaced under any condition.

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### QUIZ

1. Interpersonal conflict tends to be \_\_\_\_\_.
  - a) Self-fulfilling
  - b) Self-conscious

- c) Self-commitment
  - d) All of the given options
2. The tendency of a disputant in an interpersonal conflict to see themselves as "good" and to characterize the other side as "evil" is known as:
- a) Context
  - b) Salience
  - c) Heuristics
  - d) Demonization
3. The faulty perceptions that arise during conflicts are usually thought as:
- a) Obvious
  - b) Obscure
  - c) Uncertain
  - d) Ambiguous
4. The main cause(s) of conflict is/are:
- a) Materialism
  - b) Individualism
  - c) Social differences
  - d) All of the given options
5. Win-win situation cannot occur when:
- a) One party is weak & other is strong
  - b) There is perceived conflict
  - c) There is actual conflict
  - d) All of the given options
6. What is least important in conflict management?
- a) Finding the methods of resolving conflict
  - b) Finding its nature (actual or perceived)
  - c) Finding the frequency of conflict
  - d) Finding causes of conflict
7. During negotiation, the decision as to whether or not settle rests in part on:
- a) Environmental factors
  - b) Nature of the conflict
  - c) Emotional factors
  - d) Economic factors
8. Which of the following is the least intrusive of third-party processes?
- a) Arbitration
  - b) Negotiation
  - c) Conciliation
  - d) Adjudication

9. In the Second step of social interaction the perceiver sees, hears or otherwise uses his/her senses to receive the event is known as:
- Stimulus
  - Reception
  - Perception
  - Interpretation
10. \_\_\_\_\_ are main source of error of interpretation of a stimulus in conflict diagnosis.
- Intentions
  - Heuristics
  - Perceptions
  - None of the given options
11. The ADR movement in the U.S. has been dominated by the:
- Efficiency wing
  - Radical wing
  - Right wing
  - Left wing
12. The conflict gamer reacts to conflict by:
- Avoiding it
  - Not preparing for it
  - Postponing negotiation
  - Feeling traumatized by it
13. Which of the following has always a positive effect on negotiation?
- Creative thinking
  - Inflexibility
  - Emotions
  - Rigidity
14. The American legal system tends to emphasize all of the following EXCEPT:
- Individual rights
  - Individualism
  - Cooperation
  - Competition
15. Which of the following is associated with the Western culture?
- Collectivist culture
  - Monopolistic culture
  - Individualistic culture
  - None of the given options
16. What can be the cause of misperceptions about conflicts?
- Mishandling of conflicts

- b) Both of the given options are possible
  - c) None of the given options are possible
  - d) Increase our ability to respond to conflicts effectively
17. Bio-ecological systems theory tries to emphasize that:
- a) Changes in any one layer will move throughout other layers
  - b) A child's own biology is a primary environment fueling his or her development
  - c) On complex "layers" of environment, each having an effect on a child's development
  - d) All of the given options
18. The extreme form of conflict is violence and violence generally hurts:
- a) Rich parties
  - b) Stronger parties
  - c) Poor parties
  - d) Weaker parties
19. 'If you are patient in one moment of anger, you will escape a hundred days of sorrow', is quoted by:
- a) Henry Ford
  - b) English proverb
  - c) Nelson Mandela
  - d) Chinese proverb
20. Inaccurate \_\_\_\_\_ about how the other feels can lead to conflict.
- a) Values
  - b) Support
  - c) Position
  - d) Perceptions

*BEST OF LUCK*