

# Example of essay on mediation and conflict resolution quiz

[Sociology](#), [Communication](#)



**Underline the best answer for each the following 40 multiple choice questions.**

1. The most intense “ laboratory” for conflict resolution is
  - a. the work environment
  - b. family relationships
  - c. romantic relationships
  - d. friendships
  
2. The textbook asserts that in Western culture conflict is typically viewed as
  - a. challenging
  - b. positive
  - c. negative
  - d. productive
  
3. The two things that are important in all conflicts are
  - a. communication behaviors
  - b. perceptions of those behaviors
  - c. reactions to those behaviors
  - d. a & b only
  
4. The “ four horseman of the apocalypse” that are present in destructive conflicts are
  - a. anger and criticizing
  - b. defensiveness and criticizing
  - c. stonewalling and contempt

d. a & b only

e. b & c only

5. Communication and conflict are related because

a. communication behavior often creates conflict

b. communication behavior reflects conflict

c. communication is the vehicle for the productive or destructive management of conflict

d. all of the above

6. Which of the following does NOT correctly describe conflict?

a. No one set of principles will always work.

b. No one metaphor embraces all the possibilities.

c. Avoiding a specified set of behaviors can keep you out of conflict altogether.

d. Conflict brings both danger and opportunity.

7. Which of the following patterns of goal shifting characterizes a destructive conflict?

a. Shifting from prospective to transactive goals

b. Shifting from negative relationship goals to positive goals

c. Shifting from content to negative relationship or identify goals

d. None of the above

8. Advantages of clarifying your goals include which of the following?

a. Solutions will not go unrecognized.

b. Only clear goals can be shared.

- c. Complete self-disclosure ensures attainment of your goals.
  - d. a & b only
  - e. a & c only
9. \_\_\_\_\_ is an example of passive aggressive behavior.
- a. Scheduling two things at once
  - b. Telling someone off
  - c. Committing to doing something, even though you do not feel very well
  - d. all of the above
10. \_\_\_\_\_ is used to balance unequal power.
- a. Restraint
  - b. Staying actively engaged
  - c. Metacommunication
  - d. a & b only
  - e. b & c only
  - f. all of the above
11. In conflict we tend to see ourselves in a \_\_\_\_\_ and others in a \_\_\_\_\_.
- a. negative light; positive light
  - b. positive light; negative light
  - c. neutral light; negative light
  - d. positive light; neutral light
12. Full conflict assessment may be accomplished by
- a. assessing the workings of the overall system

- b. determining recurring patterns
- c. identifying individual contributions
- d. a & b only
- e. a, b, & c

13. If conflict triangles lead to destructive behavior, they are termed

- a. toxic triangles
- b. injurious motifs
- c. self-esteem repressors
- d. none of the above

14. Typically, negotiations occur in

- a. international relations
- b. organizations
- c. friendship dyads
- d. a & b only
- e. a, b, & c only

15. Negotiation presumes which of the following?

- a. Participants engage in the conflict rather than avoid it.
- b. Parties resist using domination or power-over tactics.
- c. All of the elements of a conflict situation are present.
- d. Parties have reached an active, problem-solving phase in which many options are generated.
- e. all of the above

16. A basic assumption of distributive negotiation is that

- a. the negotiation world is full of selfless individuals
- b. conflict promotes a win-win situation
- c. limited resources prevail
- d. a & b only

17. The most successful way to alter conflict is to

- a. change your behavior
- b. change behavior of the other
- c. change the goals of the conflict
- d. none of the above

18. Anger is the secondary emotion to \_\_\_\_\_ in the body

- a. fear
- b. hatred
- c. frustration
- d. love

19. When you \_\_\_\_\_, you change the categories you use for the other person, yourself, or the conflict issues that keep you stuck.

- a. fractionate
- b. choose interaction formats
- c. enter into dialogue
- d. reframe

20. The goal of all conflict intervention is to

- a. transform the conflict elements

- b. establish who has high power and who has low power
- c. force the conflict parties to play by the rules
- d. enable the conflict parties to play by the rules
- e. enable the conflict parties to change their feelings about the other

21. Arbitration comes into use when the conflict participants

- a. are prepared to search for creative options
- b. are prepared to adapt an integrative approach
- c. mutually empower third parties to decide the outcome of their conflict
- d. a & b only

22. Adjudication is typically imposed by a

- a. minister
- b. family counselor
- c. mediator
- d. judge

23. Forgiveness

- a. is an internal process
- b. contains both a mental-cognitive aspect and an emotional-affective dimension.
- c. need not address moral judgment
- d. a & b only
- e. a & c only

24. A superficial confession followed by a premature extension of forgiveness constitutes

- a. unrealistic empathy
- b. stretched truth
- c. cheap grace
- d. truth forbearance

25. When we forgive one another we uphold the possibility of defining ourselves

- a. in relation to an opponent across the table
- b. in relation to an enemy across a line
- c. in relation to a violator of our trust
- d. in relation to something far more creative
- e. a & d only
- f. a, b, c, & d

26. A legal dispute is defined as

- a. any important dispute
- b. a dispute containing issues that might be framed as a cause of action or a defense to a cause of action
- c. a dispute that is the subject of initiated or pending litigation
- d. all of the above

27. Mediation is distinguished from arbitration in that

- a. mediation does not handle legal disputes
- b. in mediation, there is a neutral third party
- c. in mediation, the neutral third party does not have any authority to issue a



decision

d. in mediation, lawyers are prohibited from participating

28. In representing clients, a lawyer is required by his or her code of ethics to be focused on

a. his or her own individual client

b. the underlying interests of the two disputants

c. the overall needs of society

d. the needs of the community

29. Jane and Paul were drivers involved in a rear-ender. Jane believes that she was driving in her own lane of traffic while Paul drifted into Jane's lane of traffic. Paul believes that Jane drifted into his lane and collided with him while he was driving lawfully. There are no other sources of conflict. Jane and Paul's conflict is

a. a values conflict

b. an identity conflict

c. a data-type conflict

d. a displaced conflict

e. a misattributed conflict

30. The theories of Maslow and Erikson

a. can help dispute resolution professionals identify the positions of the disputants

b. are completely irrelevant to the ADR field

c. can help in ADR by identifying the right sort of psychologist to bring in as

an expert in any litigation

d. can help ADR professionals identify basic human motivations and deep-seated human needs that are influencing disputant behaviors in conflicts

e. can help in the diagnosis of conflict by revealing which disputants are mentally ill

31. A central characteristic of cooperative conflict is that

a. each disputant believes that the other disputant's actions are intended to harm him or her

b. duplication of effort occurs because the disputants don't trust each other's efforts to define and quantify the problem

c. cooperating with the other disputant is seen as losing face

d. disputants tend to perceive each other as having similar values and goals

e. the actions of each disputant tend to breed feelings of hostility and enmity

32. Low levels of trust between disputants makes

a. negotiation more efficient

b. disputants more amicable (friendly)

c. disputants more willing to try to find additional ways to trust each other

d. a competitive conflict cycle more likely

e. it necessary to use adjudication to resolve conflict

33. A disputant who enters negotiation, only to find that the person with whom he or she is negotiating has very little power, can expect to

a. win everything he or she wants

b. find that the lack of power was only a ruse

- c. do much better if he or she insists on using litigation
- d. have difficulty settling the case due to the disempowered disputant's fear of being taken advantage of

34. Typically, in negotiation, an effective negotiator

- a. embarrasses and belittles the opponent
- b. avoids allowing the opponent to save face
- c. uses personal attacks to demonstrate his or her hatred of the opponent
- d. makes it easier for the opponent to agree by treating the opponent with dignity and respect
- e. tries to give in to the other negotiator whenever possible

35. What form of power, when used, is most likely to foreclose that disputant's ability to use any other type of power?

- a. Expert power
- b. Normative power
- c. Ecological power
- d. Reward power
- e. Coercive power

36. Ethnic, cultural, racial, or other social diversity among disputants and their advocates can stall conflict resolution by

- a. leading to misunderstandings in communication
- b. leading to divergent attitudes toward the open expression of conflict and appropriate methods of managing conflict

- c. both a and b
- d. neither a nor b

37. Compared to results reached through litigation, mediated settlements

- a. are often more likely to be followed in letter and spirit by the disputants
- b. are often more creative
- c. are more likely to resolve underlying conflicts of the disputants
- d. can often better anticipate and address future conflicts
- e. all of the above

38. Which of the following statements is most accurate?

- a. The use of mediation violates the due process clauses of federal and state constitutions.
- b. The use of arbitration violates the due process clauses of federal and state constitutions.
- c. Court systems that mandate that litigants attempt mediation prior to allowing their cases to proceed to trial are violating the due process clauses of federal and state constitutions.
- d. Court systems that mandate that litigants submit to binding arbitration instead of allowing their cases to proceed to trial are violating the due process clauses of federal and state constitutions.

39. In the summary jury trial process, a

- a. neutral assists the disputants in negotiating more effectively by facilitating communication, structuring the negotiation, and helping to prevent conflict escalation

- b. panel of neutrals, typically selected from the jury pool, issues a binding decision
  - c. panel of neutrals, typically selected from the jury pool, issues an advisory, nonbinding decision
  - d. neutral expert issues an advisory, nonbinding evaluation of the merits of each disputant's case
  - e. neutral expert issues a binding decision
40. Why might some experts assert that cases should be resolved outside of court unless there is a good reason to litigate?
- a. Litigation is expensive.
  - b. Litigation is very time consuming.
  - c. Litigation typically harms disputant relationships.
  - d. Too much litigation clogs the court system and denies speedy justice to all.
  - e. all of the above