Essay questions

1. Define conflict. Explain the integrationist view on conflict.

2. Differentiate between the traditional and resolution focused view of conflict.

3. Communication, structure and personal variables create opportunities for the conflict to arise. Discuss. Or 0what are the three sources or causes of conflict?

4. Define conflict. Explain the role of intentions in the conflict process.

5. Discuss the two possible outcomes in the conflicting situation.

6. Write a note on distributive bargaining.

7. Explain the concept of integrative bargaining.

8. Briefly discuss the five steps of the negotiation process.

9. Define conflict process. Write a note on functional outcomes.

10. With the help of a diagram explain briefly the stages of conflict.

11. Differentiate between the traditional and interactionist view of conflict.

12. Compare and contrast the distributive and integrative bargaining strategies.

14. Discuss various conflict management techniques.

**Multiple Choice Questions**

1.\_\_\_\_\_\_\_\_\_\_\_is a process that begins when one party perceives another party has or is about to negatively affect something the first party cares about.

 **a. Conflict** b. Stress c. Negotiation d. Communication

1. The \_\_\_\_\_\_\_\_\_\_view of conflict believed at all conflict is harmful and must be avoided.

 **a. traditional** b. interactionist c. resolution focused d. relationship

1. The belief that conflict is not only a positive force in a group but also an absolute necessity for a group to perform effectively was proposed by \_\_\_\_\_\_\_\_\_\_\_\_\_view of conflict.

 **a. interactionist** b. traditional c. managed conflict d. process

1. There are \_\_\_\_\_\_\_\_\_\_\_ stages in the conflict process.

 a. 4 **b. 5** c. 6 d. 3

5. The potential for conflict increases when either too little or \_\_\_\_\_\_\_\_\_\_\_\_ communication takes place.

 a. occasional **b. too much** c. one way d. two way

6.\_\_\_\_\_\_\_\_\_\_\_ and specialization of group activities can stimulate conflict.

 **a. Size** b. up gradation c. Technology d. Division

7. Personality, \_\_\_\_\_\_\_\_\_\_\_\_, and values are potential sources of conflict.

 **a. emotion** b. philosophy c. attitudes d. interest

8.\_\_\_\_\_\_\_\_\_\_conflict means emotional involvement in a conflict that creates anxiety, tenseness, frustration and hostility.

 a. functional **b. felt** c. perceived d. process

9. \_\_\_\_\_\_\_\_\_are the decisions to act in a given way.

a. **Intentions** b. Behaviour c. Cognition d. Outcomes

10.\_\_\_\_\_\_\_\_\_\_\_\_\_\_intention means a desire to satisfy one’s interests, regardless of the impact on the other party to the conflict.

 **a. Competing** b. Avoiding c. Compromising d. Accommodating

11. The desire to withdraw from or suppress a conflict is \_\_\_\_\_\_\_\_\_\_\_\_\_intention.

 **a. avoiding** b. collaborating c. accommodating d. competing

12. In \_\_\_\_\_\_\_\_\_\_\_\_, there is no clear winner or loser and each party to conflict is willing to give up something.

 **a. compromising** b. avoiding c. accommodating d. collaborating

13. \_\_\_\_\_\_\_\_\_\_\_\_\_means the use of resolution and stimulation techniques to achieve the desired level of conflict.

 a. Stress management b. Politics **c. Conflict management** d. Intentions

14. A process in which two or more partied exchange goods or services and attempt to agree on the exchange rate for them is known as \_\_\_\_\_\_\_\_\_\_\_\_.

**a. Negotiation** b. functional conflict c. business d. conflict

15. The negotiation strategy that seeks to divide up a fixed amount of resources is known as \_\_\_\_\_\_\_\_\_\_\_\_.

 **a. distributive bargaining** b. integrative bargaining c. dysfunctional conflict d.non distributive bargaining

16. \_\_\_\_\_\_\_\_\_\_\_\_is the first step in the negotiation process.

1. Definition of ground rules b. clarification & justification **c. Preparation & planning**

d. Bargaining and problem solving

17. The identifying feature of distributive bargaining is that it operates under \_\_\_\_\_\_\_\_\_ conditions.

 a. hostile **b. zero-sum** c. democratic d. authoritative

18. All things being equal integrative bargaining is \_\_\_\_\_\_\_\_\_\_distributive bargaining.

 a. worse than b. same as **c. better than** d. tougher than

19.\_\_\_\_\_\_\_\_\_\_\_\_creates a win-lose situation.

 **a. Distributive bargaining** b.Integrative bargaining c. Avoiding intention d. none of the above

20. Sharing of information is \_\_\_\_\_\_\_\_\_\_\_in distributive bargaining.

 **a. low** b. high c. moderate d. very high