

**EXAM QUESTIONS:
Chapter 2**

True/False

- T F 1. Anger is the primary emotion associated with conflict.
- T F 2. When metaphors emphasize danger, the language of conflict narratives serves to warn people away from engaging in conflict.
- T F 3. According to the text, the most useful metaphors for helping us manage conflicts are those of a trial.
- T F 4. In individualistic cultures, members rely heavily on inferred meaning, whereas in collectivist cultures, members strive for an understanding of the literal meaning.
- T F 5. Many times, women assume a listening role during conflict when compared with men.
- T F 6. In individualistic cultures, people are more likely to resolve conflict through competition and collaboration.
- T F 7. Game metaphors reflect danger for men and opportunities for women.
- T F 8. Collaborative systems typically follow the silent treatment to effectively manage conflict.

Multiple Choice Questions

1. Which of the following is one of the distinctive rules for handling conflict in an aggressive system?
- a. Snide comments are acceptable.
 - b. If someone has a concern, don't respond to it.
 - c. Strong feelings are seen as normal and are allowed.
 - d. Have an audience present when you engage someone.
 - e. Deal with people directly.

Ans: d

2. Which of the following is a commonly held negative view about conflict?
- a. Sadness is the only emotion in conflict interaction.

- b. Disagreements are different from conflict.
- c. Conflict should always be escalated.
- d. Conflict is a result of personal pathology.
- e. Conflict interaction should be curt and chaotic.

Ans: d

3. The following statement by Justin about a conflict with his sister Shannon is an example of which of the conflict metaphors given below? “The next time she says something about my lifestyle, I’m likely to explode like a volcano.”

- a. Conflict is a trial.
- b. Conflict is a wild act of nature.
- c. Conflict is a balancing act.
- d. Conflict is warlike and violent.
- e. Conflict is like a dance.

Ans: b

4. According to Hocker and Wilmot, the central metaphor used to describe conflict is that of:

- a. a war.
- b. a dance.
- c. bullying.
- d. a balancing act.
- e. a bargaining table.

Ans: a

5. Which of the following theories assume that individuals learn to be male or female based on communication and observation?

- a. Social learning theory
- b. The lens model of conflict
- c. Attribution theory
- d. Collectivist theory
- e. Transformative theory

Ans: a

6. According to Hocker and Wilmot, which type of family is characterized by walking away from conflicts, never raising your voice, not telling anyone if there is a struggle, and keeping strong feelings to yourself?

- a. Collaborative family
- b. Permissive family

- c. Aggressive family
- d. Avoidant family
- e. Passive family

Ans: d

7. Which of the following statements is true about research regarding gender differences in conflict?

- a. Adolescent girls tend to be more aggressive than adolescent boys.
- b. Men and women generally handle conflict in similar ways.
- c. Women tend to take more control of conversations than men to lead it in the direction they want.
- d. Women are more likely to avoid conflict than men.
- e. Men tend to engage in the listening role more than women.

Ans: d

Short-Answer/Essay Questions

1. Differentiate between the characteristics of conflict in individualistic cultures and collectivist cultures.
2. What role do attributions play in the lens model of conflict? How do our attributions for ourselves and others differ? In your answer, be sure to define attributions and provide at least two specific examples.
3. Discuss the advantages of using metaphors for diagnosing conflicts, specifying (1) how they give you a view of conflict dynamics and (2) how they can be used to generate unique strategies you might make in a conflict.
4. Why is it potentially problematic to encourage all individuals to strive for clear, direct, assertive communication?
5. Generate a list of at least six different conflict metaphors. Out of the metaphors on your list, identify the ones that limit the possibility for productive conflict management and the ones that expand that conflict potential. What accounts for the difference?
6. List and describe the three types of families Hocker and Wilmot discuss in Chapter 2. Which type most accurately describes your background? Explain. Finally, discuss how this type of family has influenced how you manage conflict currently.