

## EXAM QUESTIONS: Chapter 1

### TRUE-FALSE

- T     F     1. According to Chapter 1, the authors state people are born with conflict management skills—they are mostly “common sense.”
- T     F     2. Once a person becomes truly skilled at managing conflict, s/he will not have to deal with it—conflict IS avoidable.
- T     F     3. A spiral that moves only one direction—upward and onward is an example of an “escalatory” spiral.
- T     F     4. An example of a “scarce resource” is self-esteem.
- T     F     5. The text says anger is the predominant emotion in all conflicts.
- T     F     6. According to the text, “disagreements” are the same as “conflicts.”
- T     F     7. According to the text, an *interpersonal* conflict requires that the struggle is expressed.
- T     F     8. Unresolved conflict can have an impact on a person’s mental health.
- T     F     9. According to the text, no complaints can be constructive, only destructive.
- T     F     10. Increasing accurate self-awareness will help you better manage conflict.

### MULTIPLE CHOICE

1. According to the text, when it comes to managing conflict, most people:
- a. need to “learn” conflict skills
  - b. are intuitively skilled
  - c. take classes on conflict so they are exceptionally skilled
  - d. will confront any issue that arise
  - e. are not influenced by their families of origin

Ans: a

2. Which of the following is NOT an essential feature of Hocker and Wilmot's definition of interpersonal conflict?
- a. an expressed struggle
  - b. independence
  - c. incompatible goals
  - d. scarce resources
  - e. interference

Ans: b

3. Terry and Pat have been in a committed romantic relationship for five years. Increased conflict has characterized their relationship recently. Both have become less invested in the relationship and have sought out others to fulfill some of their needs for affection, inclusion, and control. They don't rely on each other for much and expect less from each other. Terry and Pat's choices reflect which of the five features that contribute to destructive conflict?
- a. Escalatory spirals
  - b. Avoidance spirals
  - c. Retaliation
  - d. Inflexibility and rigidity
  - e. A competitive system of domination and submission

Ans: b

4. Suki and Laura are best friends. Laura feels betrayed because Suki is so caught up in her new relationship with her boyfriend that she doesn't appear to have time for Laura. In this instance, the conflict is fueled by
- a. interdependence.
  - b. perceived incompatible goals.
  - c. low self esteem.
  - d. avoidance of the issues.
  - e. perceived scarce resources.

Ans: e

5. A spiral that moves only in one direction – upward and onward – is an example of a(n) \_\_\_\_\_ spiral.
- a. devitalized
  - b. regressive
  - c. progressive
  - d. escalatory
  - e. aggressive

Ans: d

6. Which of the following is a potential benefit of conflict for interpersonal relationships?

- a. Partners increase understanding of each other.
- b. One partner can prove how right s/he is.
- c. You never need to look at another person's point of view.
- d. The relationship can end and you can be free to pursue other goals.
- e. Participants can figure out why the other is wrong.

Ans: a

7. According to your text, \_\_\_\_\_ criticize more than \_\_\_\_\_.

- a. adults/children
- b. men/women
- c. women/men
- d. students/teachers
- e. friends/romantic partners

Ans: c

8. Hocker and Wilmot discuss several benefits of improving your conflict management skills. Which of the following is one of those benefits?

- a. You can learn to always get what you want.
- b. You will finally learn how to avoid all conflicts.
- c. People around you will benefit from your improved skills.
- d. You can improve your relationships.
- e. C and D

Ans: e

9. If you are upset with your roommate, and you show it by playing your stereo loud enough to be annoying, the authors of your text would say you are demonstrating which of the following dimensions of conflict?

- a. expressed struggle
- b. Perceived incompatible goals
- c. Perceived interference
- d. Interdependence
- e. All of the above

Ans: a

10. Most expressed struggles are activated by

- a. internal stress.
- b. ambivalence.
- c. conflicting internal dialogues.
- d. a triggering event.
- e. apathy.

Ans: d

11. Adam was taking a public speaking class and was angry with his instructor. All of his friends were getting good grades except him, and they all told him that he made the best presentations. The instructor's evaluations of his presentations all stated that they were amusing, but were also provided an inadequate explanation of the topic. Adam asked his instructor why all his friends (all his friends in the class happen to be females) were getting good grades and he was not. Adam thought he was learning to be a better speaker and that the instructor was biased towards the females, being one herself. However, Adam did not realize that there were other males in the class getting good grades. This conflict escalated because of

- a. incompatible goals.
- b. scarce resources.
- c. the perception of interference.
- d. the expressed struggle.
- e. none of the above.

Ans: c

### **Short-Answer/Essay**

1. Describe a time when you experienced a conflict that was in some way beneficial. Which of the benefits discussed in the text did you experience? If it was beneficial in some other way, describe how.
2. Provide an overview of the nature of spirals that occur in ongoing conflicts. Next, discuss how a spiral can be altered. Be sure to use a specific example to make your point.
3. What are the five features that contribute to destructive conflicts?
4. How can you express the struggle in a conflict without doing so verbally? Give a specific example of a conflict was expressed without words .
5. Why do we need to study conflict? What role does “prevention” play? Is prevention the same as “avoidance?” Explain.

6. Discuss three ways in which negative parental conflict affects children in their family of origin.
7. Some research states that great turmoil has a worse effect on children than divorce. Do you agree or disagree? Explain.