

**TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.**

1) Anger is the primary emotion associated with conflict.

1) \_\_\_\_\_

- true
- false

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Anger is the primary emotion associated with conflict.

2) When metaphors emphasize danger, the language of conflict narratives serves to warn people away from engaging in conflict.

2) \_\_\_\_\_

- true
- false

**Question Details**

Source : Chapter 02 Perspectives on Conflict > When metaphors emphasize ...

3) Insecurely attached infants and children use their caregivers as a source of comfort in stressful situations.

3) \_\_\_\_\_

- true
- false

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Insecurely attached infants and children ...

4) In individualistic cultures, members rely heavily on inferred meaning, whereas in collectivist cultures, members strive for an understanding of the literal meaning.

4) \_\_\_\_\_

- true
- false

**Question Details**

Source : Chapter 02 Perspectives on Conflict > In individualistic cultures, members ...

- 5) Many times, women assume a listening role during conflict when compared with men. 5) \_\_\_\_\_
- true
- false

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Many times, women assume a ...

- 6) In individualistic cultures, people are more likely to resolve conflict through competition and collaboration. 6) \_\_\_\_\_
- true
- false

**Question Details**

Source : Chapter 02 Perspectives on Conflict > In individualistic cultures, people ...

- 7) Game metaphors reflect danger for men and opportunities for women. 7) \_\_\_\_\_
- true
- false

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Game metaphors reflect ...

- 8) Collaborative systems typically follow the silent treatment to effectively manage conflict. 8) \_\_\_\_\_
- true
- false

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Collaborative systems ...

**MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.**

9) Which of the following is one of the distinctive rules for handling conflict in an aggressive system?

9) \_\_\_\_\_

- A) Have meetings or mealtime talks to discuss issues.
- B) If someone has a concern, don't respond to it.
- C) Don't tell anyone else if there is a struggle.
- D) Have an audience present when you engage someone.
- E) Deal with people directly.

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Which of the following is one ...

10) Which of the following is a commonly held negative view about conflict?

10) \_\_\_\_\_

- A) Sadness is the only emotion in conflict interaction.
- B) Disagreements are different from conflict.
- C) Harmony is abnormal, and conflict is normal.
- D) Conflict is a result of personal pathology.
- E) It is impossible to prescribe a correct method for resolving differences.

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Which of the following is a commonly ...

11) 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."

11) \_\_\_\_\_

- 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.

**Question Details**

Source : Chapter 02 Perspectives on Conflict > The following statement by ...

12) According to Hocker and Wilmot, the central metaphor used to describe conflict is that of  
12) \_\_\_\_\_

- A) a war.
- B) a dance.
- C) bullying.
- D) a balancing act.
- E) a bargaining table.

**Question Details**

Source : Chapter 02 Perspectives on Conflict > According to Hocker ...

13) Which of the following theories assume that individuals learn to be male or female based on communication and observation?  
13) \_\_\_\_\_

- A) Social learning theory
- B) The lens model of conflict
- C) Attribution theory
- D) Collectivist theory
- E) Transformative theory

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Which of the following theories ...

14) 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?  
14) \_\_\_\_\_

- A) Collaborative family
- B) Permissive family
- C) Aggressive family
- D) Avoidant family
- E) Passive family

**Question Details**

Source : Chapter 02 Perspectives on Conflict > According to Hocker ...

15) Which of the following statements is true about research regarding gender differences in conflict?

15) \_\_\_\_\_

- 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.

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Which of the following statements ...

**ESSAY. Write your answer in the space provided or on a separate sheet of paper.**

16) Differentiate between the characteristics of conflict in individualistic cultures and collectivist cultures.

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Differentiate between the characteristics ...

17) What role do attributions play in understanding conflict? Describe the impact of attributions on conflict resolution.

**Question Details**

Source : Chapter 02 Perspectives on Conflict > What role do attributions play ...

18) 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.

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Discuss the advantages of ...

19) Why is it potentially problematic to encourage all individuals to strive for clear, direct, and assertive communication?

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Why is it potentially problematic to ...

20) 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?

**Question Details**

Source : Chapter 02 Perspectives on Conflict > Generate a list of at least six ...

21) What are the two kinds of cultures? How does conflict behavior vary across these types?

**Question Details**

Source : Chapter 02 Perspectives on Conflict > What are the two kinds of ...

# Answer Key

Test name: Chapter 02 Test Bank

- 1) FALSE
- 2) TRUE
- 3) FALSE
- 4) FALSE
- 5) TRUE
- 6) TRUE
- 7) FALSE
- 8) FALSE
- 9) D
- 10) D
- 11) B
- 12) A
- 13) A
- 14) D
- 15) D
- 16) Essay
- 17) Essay
- 18) Essay
- 19) Essay
- 20) Essay
- 21) Essay