

Student name: _____

According to Chapter 1, the authors state that people are born with conflict management skills that mostly stem from common sense.

true

false

Once a person becomes truly skilled at managing conflict, he or she will not have to deal with it —conflict is avoidable.

true

false

Once a person perceives that in a conflict, the other party's emotional intensity is escalating, the negative spiral has begun.

true

false

More than 50 percent of adolescent conflicts are resolved by standoffs or withdrawal.

true

false

An example of a perceived scarce resource is self-esteem.

true

false

In order to support someone, one must agree with them.

true

false

An interpersonal approach to conflict management requires that the struggle be expressed communicatively.

true

false

Unresolved conflict can have an impact on a person's mental health.

true

false

A gridlocked conflict makes one feel wanted by one's partner.

true

false

According to the text, complaints can only be destructive, not constructive.

true

false

Increasing accurate self-awareness will help you better manage conflict.

true

false

Which of the following is not an essential feature of interpersonal conflict?

an expressed struggle

independence

perceived incompatible goals

perceived scarce resources

interference

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 much or expect much from each other. Which of the following five features that contributes to destructive conflict does this couple's choices reflect?

escalatory spirals

avoidance spirals

retaliation

dissonance and resonance balance

a competitive system of domination and submission

Suki and Laura are best friends. Laura feels betrayed because Suki is so caught up in her relationship with her new boyfriend that she doesn't appear to have time for Laura. In this instance, the conflict is most likely created by

escalatory spirals.

contrariness and defensiveness.

withdrawal from interaction.

refusal to continue to engage.

perceived scarce resources.

Which of the following is one of the basic dynamics of all avoidance spirals?

refraining from complaining to third persons about the other party

increasing one's dependence on the other party

interacting more directly with the other party

harboring of resentment or disappointment

openly discussing feelings and concerns with the other party

Defensive climates, rather than supportive climates, are created when people use strategy rather than spontaneity.

empathy rather than neutrality.

description rather than evaluation.

provisionalism rather than certainty.

equality rather than superiority.

In the context of the four horsemen, which of the following is true of criticism?

When a conflict begins with a critical statement, the conflict is likely to deescalate quickly.

Women consistently stonewall more than men.

Women criticize more than men do in marital conflicts.

Criticism involves withdrawal from communication.

Critical start-ups help people out of the defensive.

According to Hocker, Berry, and Wilmot, one of the benefits of learning effective skills in conflict is being able to

always get what one wants.

avoid all conflicts.

win all arguments.

appear more powerful than others.

improve one's and others' mental health.

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

expressed struggle

perceived incompatible goals

perceived interference

interdependence

All of the answers are correct.

Most expressed struggles, in a conflict, are activated by

internal strain that creates a state of ambivalence.

lack of interest.

conflicting internal dialogue.

a triggering event.

feelings of low self-esteem.

Adam was taking a public speaking class and was angry with his instructor. All of his friends were getting good grades except him, but they all told him that he made the best presentations. The instructor's evaluations of his presentations all stated that his presentations were amusing. Adam asked his instructor why all his classmates, most of whom happened to be females, were getting better grades than he was. Adam thought he was learning to be a better speaker and that the instructor was biased toward females, being one herself. However, Adam did not realize that there were other males as well in the class who were getting good grades. This conflict escalated because of

incompatible goals.

scarce resources.

the perception of interference.

an expressed struggle.

None of the answers is correct.

Describe a time when you experienced a conflict that was in some way beneficial. Which benefits did you experience, and how were they beneficial?

Provide an overview of the nature of spirals that occur in ongoing conflicts. Discuss how a spiral can be altered. Be sure to use a specific example to make your point.

What are the five features that contribute to destructive conflicts?

How can you express the struggle in a conflict without doing so verbally? Give a specific example of a conflict that is expressed without words.

Why do we need to study conflict? What role does prevention play? Is prevention the same as avoidance? Explain.

Discuss three ways in which negative parental conflict affects children in their family of origin.

Research suggests that it is not primarily a question of whether parents divorce or not that affects the children; rather, it is the level of conflict present in either the intact family or the restructured family that impacts the children. Do you agree or disagree? Explain.

People engage in conflict when they find that their goals are the same.

true

false

The presence or absence of conflict acts as the basis for determining the quality of a marriage.

true

false

Discuss the effects of the attack/withdraw pattern in intimate relationships.

Identify a true statement about contempt.

It is essential for the long-term success of a relationship.

It is part and parcel of healthy relationships.

It is characterized by hostile corrections and putdowns.

Though it never leads to abuse, it should be treated with care.

Never avoid engaging in constructive contempt.

Answer Key

Test name: Ch1_Interpersonal Conflict_11e

TRUE

FALSE

TRUE

TRUE

TRUE

FALSE

TRUE

TRUE

FALSE

FALSE

TRUE

B

B

E

D

A

C

E

A

D

C

Essay

Essay

Essay

Essay

Essay

Essay

Essay

FALSE

FALSE

Essay

C