

Chapter 1

Student: _____

1. According to Chapter 1, the authors state people are born with conflict management skills—they are mostly "common sense."

True False
2. Once a person becomes truly skilled at managing conflict, s/he will not have to deal with it—conflict IS avoidable.

True False
3. A spiral that moves only one direction—upward and onward is an example of an "escalatory" spiral.

True False
4. An example of a "scarce resource" is self-esteem.

True False
5. The text says anger is the predominant emotion in all conflicts.

True False
6. According to the text, "disagreements" are the same as "conflicts."

True False
7. According to the text, an *interpersonal* conflict requires that the struggle is expressed.

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

True False
9. According to the text, no complaints can be constructive, only destructive.

True False

10. Increasing accurate self-awareness will help you better manage conflict.
- True False
11. According to the text, when it comes to managing conflict, most people:
- A.
B.
C.
D.
E.
12. Which of the following is NOT an essential feature of Hocker and Wilmot's definition of interpersonal conflict?
- A.
B.
C.
D.
E.
13. 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.
B.
C.
D.
E.

14. 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.
 - B.
 - C.
 - D.
 - E.
15. A spiral that moves only in one direction - upward and onward - is an example of a(n) _____ spiral.
- A.
 - B.
 - C.
 - D.
 - E.
16. Which of the following is a potential benefit of conflict for interpersonal relationships?
- A.
 - B.
 - C.
 - D.
 - E.
17. According to your text, _____ criticize more than _____.
- A.
 - B.
 - C.
 - D.
 - E.

18. Hocker and Wilmot discuss several benefits of improving your conflict management skills. Which of the following is one of those benefits?
- A.
 - B.
 - C.
 - D.
 - E.
19. 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.
 - B.
 - C.
 - D.
 - E.
20. Most expressed struggles are activated by
- A.
 - B.
 - C.
 - D.
 - E.

21. 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.
 - B.
 - C.
 - D.
 - E.
22. 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.

23. 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.
24. What are the five features that contribute to destructive conflicts?
25. How can you express the struggle in a conflict without doing so verbally? Give a specific example of a conflict was expressed without words.

26. Why do we need to study conflict? What role does "prevention" play? Is prevention the same as "avoidance?" Explain.
27. Discuss three ways in which negative parental conflict affects children in their family of origin.
28. Some research states that great turmoil has a worse effect on children than divorce. Do you agree or disagree? Explain.

Chapter 1 Key

1. According to Chapter 1, the authors state people are born with conflict management skills—they are mostly "common sense."

FALSE

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #1*
2. Once a person becomes truly skilled at managing conflict, s/he will not have to deal with it—conflict IS avoidable.

FALSE

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #2*
3. A spiral that moves only one direction—upward and onward is an example of an "escalatory" spiral.

TRUE

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #3*
4. An example of a "scarce resource" is self-esteem.

TRUE

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #4*
5. The text says anger is the predominant emotion in all conflicts.

FALSE

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #5*
6. According to the text, "disagreements" are the same as "conflicts."

FALSE

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #6*

7. According to the text, an *interpersonal* conflict requires that the struggle is expressed.

TRUE

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #7*

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

TRUE

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #8*

9. According to the text, no complaints can be constructive, only destructive.

FALSE

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #9*

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

TRUE

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #10*

11. According to the text, when it comes to managing conflict, most people:

A.
B.
C.
D.
E.

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #11*

12. Which of the following is NOT an essential feature of Hocker and Wilmot's definition of interpersonal conflict?

A.
B.
C.
D.
E.

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #12*

13. 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.
- B.**
- C.
- D.
- E.

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #13*

14. 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.
- B.
- C.
- D.
- E.**

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Wilmot - Chapter 01 #14*

15. A spiral that moves only in one direction - upward and onward - is an example of a(n) _____ spiral.

- A.
- B.
- C.
- D.**
- E.

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #15*

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

- A.**
- B.
- C.
- D.
- E.

Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #16

17. According to your text, _____ criticize more than _____.

- A.
- B.
- C.**
- D.
- E.

Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #17

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

- A.
- B.
- C.
- D.
- E.**

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Wilmot - Chapter 01 #18

19. 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.**
- B.
- C.
- D.
- E.

Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #19

20. Most expressed struggles are activated by

- A.
- B.
- C.
- D.**
- E.

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #20*

21. 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.
- B.
- C.**
- D.
- E.

*Accessibility: Keyboard Navigation
Wilmot - Chapter 01 #21*

22. 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.

Answer will vary.

Wilmot - Chapter 01 #22

23. 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.

Answer will vary.

Wilmot - Chapter 01 #23

24. What are the five features that contribute to destructive conflicts?

Answer will vary.

Wilmot - Chapter 01 #24

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

Answer will vary.

Wilmot - Chapter 01 #25

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

Answer will vary.

Wilmot - Chapter 01 #26

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

Answer will vary.

Wilmot - Chapter 01 #27

28.

Some research states that great turmoil has a worse effect on children than divorce. Do you agree or disagree? Explain.

Answer will vary.

Chapter 1 Summary