

Chapter One Quiz Questions

[Answers to multiple choice questions are included on the page following the quiz.]

Multiple Choice:

1. Negotiation is most productively viewed as
 - A. manipulating the behavior of others.
 - B. tricking others.
 - C. attempting to get the better of others.
 - D. all human interaction.
2. Negotiation is used to
 - A. influence others' emotions.
 - B. effect others' behaviors.
 - C. change others' attitudes.
 - D. all of the above.
3. Which of the following statements are true?
 - A. Negotiation is a game.
 - B. Negotiation is an art.
 - C. Negotiation is a science.
 - D. Negotiation is primarily the use of power-over tactics.
4. Negotiation performance encompasses which of the following?
 - A. Personality characteristics.
 - B. Perception.
 - C. Needs.
 - D. Individual skills.
5. Negotiation is always the appropriate action to pursue whenever
 - A. you have been disadvantaged by someone.
 - B. you are asked by someone to negotiate a matter.
 - C. you wish things were different.
 - D. there is potential for mutual beneficial exchange.
6. Feeling as though you lost in a negotiation effort most likely means that:
 - A. you undertook a collaborative approach.
 - B. you were tricked by the other party.
 - C. you adopted a competitive attitude toward the interaction.
 - D. you inadequately prepared for the negotiation.

7. A fertile ground for negotiation skill practice is in personal settings and issues, because,
 - A. we will be naturally most effective when we have an emotional interest in the result.
 - B. opportunities abound for continual thought and development.
 - C. the outcome is less important.
 - D. that is where our ego is most involved.
8. The more our ego is involved in a negotiation,
 - A. the more control we have over the interaction.
 - B. the more unconscious factors may affect our behavior.
 - C. the greater the challenge of self-control.
 - D. None of the above.
9. Sociological and psychological theories provide insight that will assist in our negotiation skill development, because
 - A. psychological theories assist in understanding how we think and act.
 - B. sociological theories assist in understanding conflict and other dynamics of human interaction.
 - C. they assist in understanding individual differences that affect communication.
 - D. All of the above.
10. The two best general paths to improve your negotiation effectiveness are:
 - A. to follow the model of someone who has negotiated for many years.
 - B. to find a book that lists the rules of negotiation.
 - C. to learn how to know yourself and others, learn how to assess and understand conflict, learn how to communicate effectively in all contexts, learn principles of persuasion, and learn how to prepare for specific negotiations.
 - D. to increase your critical thinking ability and your emotional intelligence.

Essay Questions:

11. Explain why it is useful or appropriate to consider all human interaction to be negotiation. Alternatively, explain why such a perspective is not correct or useful.
12. Identify two things that you personally consider to be non-negotiable.
13. Identify and briefly describe an interaction to which you were a party today and how that interaction constituted a negotiation on any party's part.
14. Identify three unconscious factors that may affect your negotiation effectiveness and explain why or how that phenomenon may occur.

Chapter One Quiz Multiple Choice Question Answers:

1. D
2. D
3. B&C
4. All
5. D
6. C is the best answer. D is an additional acceptable answer.
7. B&D
8. B&C
9. D
10. C&D