Conflict Resolution for the Helping Professions - Negotiation Mediation Advocacy Facilitation and Restorative Justice 3rd edition Barsky Test Bank

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Test Bank

By Allan Edward Barsky

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This test bank provides multiple-choice and short-essay questions that can be used for *Conflict Resolution for the Helping Professions* (3rd edition) by Allan Barsky, published by Oxford University Press. The correct answers for the multiple-choice questions have been marked with an asterisk (*). If you have any suggestions or corrections for this test bank, please contact Dr. Barsky at barsky@barsky.org.

Module I: Foundations of Conflict Resolution, Peace, and Restorative Justice.

1. CONFLICT RESOLUTION refers to

   a. Settling differences by compromising.

   *b. Any method that people use to handle differences between them.

   c. Negotiating solutions by sitting down and talking things out in a civil manner.

   d. Using an arbitrator to decide what is the best way to settle conflicting opinions or interests.

   e. Preventing people from fighting or expressing differences of opinion.

2. A JUDGE is

   a. A neutral third party who helps people talk about their conflict and develop their own way of resolving it.

   b. A professional who facilitates discussion between lawyers, so that they can determine what is best for their clients.

   *c. A professional appointed or elected by the state to help arbitrate conflicts that people bring to the courts.

   d. A private practitioner who evaluates what is best for people who cannot resolve a conflict on their own.

   e. An impartial third party who make recommendations about who is right and who is wrong.

3. A buffer is

   *a. A person or organizational entity that separates people involved in a conflict, to prevent violence or provide a cooling off period.

   b. A private judge.

   c. A mediator who is unable to be neutral.

   d. A negotiator who likes to bluff and use dishonest tactics.

   e. A person who facilitates communication.

4. A HEALER is

   a. A professional who helps parties resolve underlying emotional issues.

   b. A nonprofessional who helps parties resolve their underlying emotional issues.

   c. A judge who makes decisions for the parties.

   d. A facilitator who encourages parties to use problem-solving skills.

   *e. Either (a) or (b).

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5. CONFLICT

a. Is always destructive.

b. Is never destructive.

*c. May lead to destructive consequences, but it depends on how the parties respond to the conflict.

d. May lead to destructive consequences, but there is always a simple and effective way to resolve it.

e. All of the above.

6. MEDIATION refers to

a. Negotiation that is conducted in a friendly manner.

*b. Negotiation that is assisted by a professional who has no decision-making power.

c. Arbitration that is conducted in an adversarial manner.

d. Arbitration that is conducted by a public court judge.

e. Negotiation that is conducted WITHOUT the use of a third-party facilitator.

7. FACILITATION refers to

a. Helping parties avoid conflict.

b. Helping parties resolve conflict.

c. Helping parties increase conflict.

*d. Helping parties communicate.

e. Helping parties evaluate their conflict.

8. An EVALUATOR assists parties by

a. Separating them so they cannot speak with each other.

b. Giving them incentives to resolve conflict amicably.

*c. Assessing the issues giving rise to the conflict and providing professional opinions about how to resolve the conflict.

d. Helping the clients deal with emotional issues by using therapy or counseling.

e. Only (a) and (b).

9. HELPING PROFESSIONALS may be involved in conflict as

a. Parties.

b. Negotiators.

c. Mediators.

d. Advocates.

*e. All of the above.

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10. In conflict resolution terms, an INTERESTED PARTY refers to

    a. A social event marked by drinking and good music.

    *b. Anybody who is involved in a conflict situation and has a direct stake in the outcome.

    c. An impartial third person such as a mediator.

    d. A helping professional who resolves conflict between clients.

    e. A dispute that needs to be resolved in the courts.

11. *Social conflict* exists when

    *a. Two or more parties have differences in beliefs, values, positions, social identities, or interests.

    b. A person has two or more conflicting beliefs in his or her mind.

    c. A person has two or more conflicting values.

    d. Two or more parties perceive that their values are in agreement.

    e. Two or more parties perceive that their positions are in agreement.

12. The "A" in ADR suggests that mediation and other forms of collaborative dispute resolution may be used as an alternative to

    a. Family group conferencing.

    b. Interest-based negotiation.

    c. Advocacy.

    *d. Litigation.

    e. Perjury.

13. In contrast to the term CONFLICT RESOLUTION, CONFLICT MANAGEMENT suggests that conflict

    a. May be resolved in a single moment in time.

    *b. May need to be handled in a strategic manner over an extended period.

    c. Should be avoided.

    d. Should be ended as soon as possible.

    e. Arises when one person is wrong, one person is right, and there is no room for compromise.

14. The term CONFLICT ENGAGEMENT suggests that helping professionals should help people

    a. Resolve conflict as quickly as possible, at all costs.

    b. Avoid conflict.

    *c. Deepen, cope with, or accept conflict.

    d. Litigate their conflict in court.

    e. Create a buffer between them.

15. SOCIAL CONFLICT may be viewed as

    a. A game.

    b. An exchange of resources.

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c. A problem in communication.

d. A struggle.

e. All of the above.

16. What is the difference between CONCILIATION and MEDIATION?

17. Describe the role of an EXPERT in helping clients resolve.

18. Compare and contrast the roles of an ADMINISTRATOR and a BUFFER in helping people deal with conflict.

19. What is the difference between a CONFLICT and a DISPUTE?

20. What is the difference between EMERGENT and CONTRACTUAL conflict resolution?

Chapter 1: The Mindful Practitioner

1. A MINDFUL PRACTITIONER integrates:

   a. Values and theory.

   b. Theory and skills.

   c. Theory, values, and skills.

   d. Theory, values, skills, and practice.

   *e. Theory, values, skills, practice, and self-awareness.

2. In order to REFLECT on one's own conflict resolution practice, a helping professional can

   a. Review cases with a supervisor.

   b. Think about how to intervene in a case prior to meeting with clients.

   c. Look back on how one intervened in a case.

   d. Write a journal that describes one's thoughts, feelings, and responses in managing conflict with clients.

   *e. All of the above.

3. SELF-AWARENESS is an important part of self-care because it

   a. Prevents the professional from feeling any emotions.

   *b. Helps ensure that the professional does not become overstressed, disillusioned, or consumed by conflicts that arise at work.

   c. Reminds the professional that he or she is better than the client.

   d. Avoids the need for any conflict at work.

   e. All of the above.

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4. In comparison to people from collectivist cultures, people from INDIVIDUALIST cultures tend to resolve conflict based on

   a. The needs of their families.

   b. The needs of their communities.

   c. The interests of their families.

   d. The interests of their communities.

   *e. Their individual needs or interests.

5. CR professionals can inspire themselves and others to take risks by

   a. Offering respect, even when they feel denigrated.

   b. Offering vulnerability, even when they feel fear.

   c. Building solidarity with others, even when faced by divisiveness.

   d. Reaching out to others, even when surrounded by hateful feelings.

   *e. All of the above.

6. Although many helping professions believe in confidentiality, CONFIDENTIALITY may not be warranted in a CR process when

   a. The parties need a private place to discuss their conflict.

   b. The CR professional is highly competent.

   *c. One or both parties want to set a precedent that can be used by others.

   d. The CR professional places a high value on privacy.

   e. All of the above.

7. TRANSFORMATION refers to the idea that the purpose of conflict resolution is to

   a. Promote win-win solutions.

   b. Foster positive relationships.

   *c. Promote empowerment and recognition between the parties.

   d. Create durable solutions.

   e. Foster efficient problem solving.

8. A COMPETITIVE CR STYLE refers to a person who has

   *a. High concern for self and low concern for others.

   b. High concern for others and low concern for self.

   c. Low concern for self and low concern for others.

   d. High concern for self and high concern for others.

   e. Moderate concern for others and moderate concern for self.

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9. A COMPROMISING CR STYLE refers to a person who has
   a. High concern for self and low concern for others.
   b. High concern for others and low concern for self.
   c. Low concern for self and low concern for others.
   d. High concern for self and high concern for others.
   *e. Moderate concern for others and moderate concern for self.

10. A COLLABORATIVE CR STYLE refers to a person who has
   a. High concern for self and low concern for others.
   b. High concern for others and low concern for self.
   c. Low concern for self and low concern for others.
   *d. High concern for self and high concern for others.
   e. Moderate concern for others and moderate concern for self.

11. AN AVOIDING CR STYLE refers to a person who has
   a. High concern for self and low concern for others.
   b. High concern for others and low concern for self.
   *c. Low concern for self and low concern for others.
   d. High concern for self and high concern for others.
   e. Moderate concern for others and moderate concern for self.

12. AN ACCOMMODATING CR STYLE refers to a person who has
   a. High concern for self and low concern for others.
   *b. High concern for others and low concern for self.
   c. Low concern for self and low concern for others.
   d. High concern for self and high concern for others.
   e. Moderate concern for others and moderate concern for self.

13. A COMPETITIVE CR STYLE refers to a person who has
   *a. High concern for self and low concern for others.
   b. High concern for others and low concern for self.
   c. Low concern for self and low concern for others.
   d. High concern for self and high concern for others.
   e. Moderate concern for others and moderate concern for self.

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14. ACTIVE LISTENING refers to

    a. Asking clear questions.

    b. Sitting silently when someone else is speaking.

    *c. The intentional use of self to demonstrate to a speaker that you have heard and understood what the speaker has said.

    d. Paraphrasing everything a person says, without regard to whether the paraphrase accurately conveys what the speaker has said.

    e. Nodding your head as someone speaks to you.

15. To CLARIFY A MISUNDERSTANDING with a client, a helping professional should use

    a. Silence, to allow the client to say whatever she wants.

    *b. Clear questions, to invite discussion about the matters that need clarification.

    c. Competitive statements, to show the client who is in charge of the process.

    d. Accommodating statements, to show the client that she is always right.

    e. Reflection of feelings, to demonstrate that the helping professional is very, very sad.

16. To ensure that the effects of our actions are consistent with our good intentions, conflict resolution professionals should

    a. Cultivate and use self-awareness.

    b. Use evidence-based strategies.

    c. Avoid conflict at all times.

    d. Use mediation in all cases of social conflict.

    *e. Only (a) and (b).

17. Mindfulness refers to the continual process of being

    a. Attentive.

    b. Focused.

    c. Engaged.

    d. Reflective.

    e. All of the above.

18. According to the Dalai Lama, having the capacity to be at peace with others depends first on

    a. Having more power.

    b. Giving up one's power to the other person in an act of accommodation.

    c. Compromise.

    *d. Being at peace with oneself.

    e. Only (a) and (b).

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19. PLASTICITY of the brain refers to the brain's capacity to

    a. Remain the same over time, despite difficult experiences.

    b. Resolve conflict in a collaborative manner.

    *c. Learn, grow, and change.

    d. Understand the mysteries of the universe.

    e. All of the above.

20. When dealing with conflict, MINDFULNESS helps people

    a. Stay focused on the present.

    b. Understand the historical context.

    c. Consider future impacts.

    d. Respond strategically and effectively to conflict.

    *e. All of the above.

21. What is the difference between MEDITATION and REFLECTION?

22. Identify an emotion that commonly arises during conflict. Describe how this emotion could affect the professional's ability to help clients resolve conflict.

23. Describe how SILENCE can be very useful in responding to a conflict situation.

24. Identify three strategies that CR professionals can use to stimulate imagination and visionary thinking when working with others.

25. Identify one aspect of your culture or diversity (religion, ethnicity, socioeconomic status, gender, etc.). Describe how this aspect of your diversity affects your values, attitudes, or beliefs toward conflict or conflict resolution.

26. Identify four specific strategies for providing feedback in a constructive manner.

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27. Describe how optimism can be a useful trait for CR professionals.

28. What do Bush and Folger mean by the SATISFACTION STORY or purpose of mediation?

29. Compare and contrast the SOCIAL JUSTICE and TRANSFORMATIVE stories of mediation.

30. How would a feminist counselor and an authoritarian police officer differ in terms of their attitudes toward power when helping others respond to conflict?

31. Compare and contrast an ACCOMMODATING CR STYLE and an AVOIDING CR STYLE.

32. Compare and contrast a COLLABORATING CR STYLE and a COMPROMISING CR STYLE.

33. Describe a situation in which an AVOIDING CR STYLE would be useful.

34. Jethro is a client who is angry because his counselor does not understand where he is coming from. Describe what types of skills the counselor should use to rectify this concern.

35. Irene does not know whether Buddy is late because of traffic problems or because he is just lazy. Provide one example of a CLOSED QUESTION and one example of an OPEN QUESTION that Irene could use to clarify why Buddy is late.

36. A supervisor wishes to express concerns to a frontline worker about his lack of professionalism with clients. What are the primary advantages and disadvantages of using email when trying to resolve this conflict? How might an in-person conversation be preferable for this situation?

37. Describe the primary values of CR professionals who favor collaborative conflict resolution.

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