Interpersonal Conflict 11th edition Hocker Test Bank

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Interpersonal Conflict 11th Edition by Hocker CH01

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

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

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

1) _____

- ◎ true
- ◎ false

Question Details

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

2) _____

- ◎ true
- ◎ false

Question Details

3) Once a person perceives that another person's emotional intensity is escalating, the negative spiral has begun.

3) _____

- ◎ true
- ◎ false

Question Details

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

4) _____

- ◎ true
- ◎ false

Question Details

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5) An example of a scarce resource is self-esteem.

5) _____

◎ true
◎ false

Question Details

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

6) _____

◎ true
◎ false

Question Details

7) According to the text, an interpersonal conflict requires that the struggle be expressed.

7) _____

◎ true
◎ false

Question Details

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

8) _____

◎ true
◎ false

Question Details

9) A gridlocked conflict arises when a conflict makes a person feel wanted by his or her partner.

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9) _____

◎ true
◎ false

Question Details

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

10) _____

◎ true
◎ false

Question Details

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

11) _____

◎ true
◎ false

Question Details

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

12) Which of the following is *not* an essential feature of Hocker and Wilmot's definition of interpersonal conflict?

12) _____

A) An expressed struggle
B) Independence
C) Perceived incompatible goals
D) Perceived scarce resources
E) Interference

Question Details

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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 much or expect much from each other. Which of the followingfive features that contribute to destructive conflictdoes this couple's choices reflect?

13) _____

A) Escalatory spirals
B) Avoidance spirals
C) Retaliation
D) Inflexibility and rigidity
E) A competitive system of domination and submission

Question Details

14) 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 createdby

14) _____

A) escalatory spirals.
B) contrariness and defensiveness.
C) withdrawal from interaction.
D) refusal to continue to engage.
E) perceived scarce resources.

Question Details

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

15) _____

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A) Refraining from complaining to third persons about the other party
B) Increasing one's dependence on another person
C) Interacting more directly with another person
D) Harboring of resentment or disappointment
E) Avoiding the other party passively

Question Details

16) Defensive climates, rather than supportive climates, are created when people use

16) _____

A) strategy rather than spontaneity.
B) empathy rather than neutrality.
C) description rather than evaluation.
D) provisionalism rather than certainty.
E) equality rather than superiority.

Question Details

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

17) _____

A) When a conflict begins with a critical statement, the conflict is likely to deescalate quickly.
B) Women consistently stonewall more than men.
C) Women criticize more than men do in marital conflicts.
D) Criticism involves withdrawal from communication.
E) Critical start-ups help people out of the defensive.

Question Details

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

18) _____

A) always get what onewants.
B) avoid all conflicts.
C) win all arguments.
D) appear more powerful than others.
E) improve one's and others' mental health.

Question Details

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?

19) _____

A) Expressed struggle
B) Perceived incompatible goals
C) Perceived interference
D) Interdependence
E) All of the answers are correct.

Question Details

20) Most expressed struggles are activated by

20) _____

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A) internal strain that creates a state of ambivalence.
B) lack of resolution in one's thinking and feeling.
C) conflicting internal dialogue.
D) a triggering event.
E) feelings of low self-esteem.

Question Details

21) 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 happen 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

21) _____

A) incompatible goals.
B) scarce resources.
C) the perception of interference.
D) an expressed struggle.
E) None of the answers is correct.

Question Details

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

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Question Details

23) 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.

Question Details

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

Question Details

25) 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.

Question Details

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

Question Details

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

Question Details

28) 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.

Question Details

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Answer Key

Test name: CH01

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

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