

Chapter 12 Negotiation and Conflict Management

Multiple-Choice Questions

1) Conflict has been defined as "an expressed struggle between at least two _____ parties who perceive incompatible goals, scarce resources, and interference from the other party in achieving their goals."

- A) solitary
- B) independent
- C) interdependent
- D) dependent

Answer: C
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2) Which two functions are vital to the long-term growth and health of a company and its employees?

- A) Verbal aggressiveness and argumentativeness
- B) Negotiation and conflict management
- C) Negotiation and verbal aggressiveness
- D) Conflict and verbal aggressiveness

Answer: B
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3) The act of recognizing, presenting, and defending a controversial issue is known as

- A) argumentativeness.
- B) conflict.
- C) verbal aggressiveness.
- D) negotiation.

Answer: A
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4) The tendency to attack other people, and their self-concepts, instead of issues is termed

- A) argumentativeness.
- B) conflict.
- C) verbal aggressiveness.
- D) negotiation.

Answer: C
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5) People who have solid skills in argumentation are _____ likely to use verbally aggressive strategies.

- A) more
- B) somewhat
- C) less
- D) very

Answer: C
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6) Verbal aggressiveness that comes from having observed and imitated parents, siblings, peers, and significant others who were verbally aggressive can be termed

- A) psychopathy.
- B) dislike of others.
- C) schizophrenia.
- D) social learning.

Answer: D
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7) In a bargaining session, two or more people with different goals exchange communication to produce a _____ outcome.

- A) mutually agreed on
- B) conceded
- C) lengthy
- D) mutually undesirable

Answer: A
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8) _____ is the acknowledgment of an opponent's truth, right, or privilege in a bargaining session.

- A) Positioning
- B) Negotiating
- C) Conceding
- D) Impressing

Answer: C
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9) What is the difference between formal and informal bargaining situations?

- A) Informal sessions are casual, whereas formal sessions never are.
- B) Informal sessions are difficult, whereas formal sessions are easy.
- C) Informal sessions are scheduled over time, whereas formal sessions are spontaneous.
- D) Informal sessions are spontaneous, whereas formal sessions are scheduled over time.

Answer: D
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10) _____ is an example of a formal bargaining situation.

- A) A labor-management negotiation
- B) An employer and employee who disagree about performance standards
- C) A coworker territorial dispute
- D) Bargaining with hotels about corporate rates

Answer: A
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- 11) What is the first step in any negotiation session?
- A) Summarizing an offer
 - B) Positioning
 - C) Advancing an offer
 - D) Countering an offer

Answer: C
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- 12) What is the function of information management in a negotiation situation?
- A) To clarify issues, show prevailing evidence, and reduce ambiguity
 - B) To concede something in return for something else
 - C) To help maintain interest in the negotiation
 - D) To move the focus of the negotiation to important issues

Answer: A
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- 13) What does making concessions demonstrate to the other negotiators?
- A) It demonstrates an unwillingness to change the offer.
 - B) It demonstrates a desire to get the negotiations started.
 - C) It demonstrates a willingness to be cooperative and to continue the bargaining.
 - D) It demonstrates a willingness to give in to anything they want.

Answer: C
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- 14) Negotiators have _____ to bargain in good faith, demonstrate respect for the rights of other negotiators, and encourage fair and open discussion of issues.
- A) no obligation
 - B) a communication obligation
 - C) an ethical obligation
 - D) very little obligation

Answer: C
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- 15) The goal of competitive bargaining strategies is to
- A) win at all costs.
 - B) win when consequences are minimal.
 - C) win as long as others win, too.
 - D) maximize goals of bargaining participants.

Answer: A
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