

NINTH EDITION

INTERPERSONAL CONFLICT

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Results Reporter

Out of 10 questions, you answered 8 correctly with a final grade of 80%

8 correct (80%)

2 incorrect (20%)

0 unanswered (0%)

Your Results:

The correct answer for each question is indicated by a ✓.

1 CORRECT

Learning about conflict in personal relationships is important for the following purposes, except for:

☐ A) Long-term satisfaction in your marriage may hinge on how well you manage conflict.

☐ B) Your mental health will improve as you learn to deal with conflict constructively.

☐ C) People around you will benefit from your improved skills.

☒ D) Your family's health and well-being depend entirely on successful conflict resolution.

2 INCORRECT

Conflict is defined by all of the following, except for:

☐ A) at least two independent parties

☐ B) perceived incompatible goals

☐ C) a struggle that is being expressed

☒ D) interference from the other in achieving your goals

3 CORRECT

The following statements describe the relationship between communication and conflict, except for:

☒ A) Ineffective communication always creates conflict.

☐ B) Communication is the vehicle for the productive or destructive management of conflict.

☐ C) Communication behavior reflects conflict.

☐ D) Communication behavior often creates conflict.

4 INCORRECT

The following statements describe interdependence between conflicting parties, except for:

☐ A) Conflicting parties, by definition, are always interdependent to some extent.

☐ B) Each person's choices affect the other person because conflict is a mutual activity.

☒ C) Parties always have a choice about whether or not they will be locked into a position of mutual interdependence with each other.

☐ D) Most relationships move back and forth between degrees of independence and interdependence.

5 CORRECT

Destructive conflict usually results when participants engage in the following communication patterns (labeled by Gottman as The Four Horsemen of the Apocalypse), except for:

☐ A) criticizing

☐ B) defensiveness

☐ C) stonewalling

☒ D) competition

6 CORRECT

When interaction becomes self-perpetuating and its characteristics are misunderstanding, discord, and destruction, this is called:

☐ A) an avoidance spiral

☐ B) an attack/withdraw pattern

☐ C) a competitive system of dominance and subordination

☒ D) an escalatory spiral

7 CORRECT

Using "I" statements and neutral language, and asking for specific behavioral change will likely produce:

☐ A) a destructive complaint

☐ B) stonewalling by the other person

☒ C) a constructive complaint

☐ D) a negative spiral

8 CORRECT

To create a supportive communication climate, one should use:

☐ A) empathy rather than neutrality

See

- ✓ ☒ B) certainty rather than provisionalism
☐ C) spontaneity rather than strategy
☐ D) description rather than evaluation

9 CORRECT

Avoidance spirals are characterized by the following, except for:

- ✓ ☐ A) less direct interaction
☐ B) harboring of resentment or disappointment
☒ C) increasing dependence on the other
☐ D) complaining to third persons about the other party

**10
CORRECT**

In interpersonal conflict situations, two resources often perceived as scarce are:

- ✓ ☒ A) power and self-esteem
☐ B) money and time
☐ C) independence and accurate perceptions
☐ D) expressiveness and mutuality

E-mail Your Results

Date: Sat May 24 2014 22:17:01 GMT-0700 (PDT)

My name:

Section ID:

E-mail these results to:

E-mail address:

Format:

Me:

My Instructor:

My TA:

Other:

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