

Question **11**

Answer saved

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Which symptom of groupthink is expressed when a group member says "Of course, we are right. We have a perfect safety record, have done this many times, and nothing has gone wrong"?

- ☐ a. stereotyping outsiders
- ☐ b. morality
- ☒ c. illusions of invulnerability
- ☐ d. illusion of unanimity

[Clear my choice](#)Question **12**

Answer saved

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All of the following methods are appropriate for minimizing the potential for groupthink EXCEPT

- ☐ a. Ask each member to serve in the role of critical evaluator.
- ☒ b. Avoid asking questions and do not demand justifications from others.
- ☐ c. Before finalizing the decision, give members a second chance to express doubts.
- ☐ d. Discuss the potential negative consequences of any decision or action.

[Clear my choice](#)

Question **13**

Answer saved

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_____ is the process of bargaining in order to settle differences or solve a problem.

- ☒ a. negotiation
- ☐ b. mediation
- ☐ c. the 5M Model
- ☐ d. arbitration

[Clear my choice](#)

Question **14**

Answer saved

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The members of a civic association's committee on community safety disagree on whether to install more expensive street lighting to improve safety in the area. What type of conflict is the group experiencing?

- ☐ a. collaborative
- ☐ b. affective
- ☐ c. procedural
- ☒ d. substantive

[Clear my choice](#)

Question **15**

Answer saved

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_____ is disagreement among group members about the method or process the group uses in its attempt to accomplish a goal.

- ☐ a. substantive conflict
- ☐ b. affective conflict
- ☐ c. non-verbal conflict
- ☒ d. procedural conflict

[Clear my choice](#)

Question **16**

Answer saved

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_____ results when group members express disagreements in ways that value everyone's contributions & promote the group's goals

- ☐ a. Groupthink
- ☐ b. Group cohesion
- ☐ c. Argumentativeness
- ☒ d. Constructive conflict

[Clear my choice](#)

Question **17**

Answer saved

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When a member searches for new solutions that will achieve both the individual goals of group members and the group goals, which

conflict style is the member using?

- ☐ a. avoidance
- ☐ b. competition
- ☐ c. accommodation
- ☒ d. collaboration

Clear my choice

Question **18**

Answer saved

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Diana tries to change the subject whenever group members argue. She also refuses to comment on controversial issues. What conflict style does Diana use?

- ☒ a. avoidance
- ☐ b. compromise
- ☐ c. competition
- ☐ d. accommodation

Clear my choice

Question **19**

Answer saved

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Which conflict style has a high concern for group goals and a low concern for the member's personal goals?

- ☒ a. accommodation

- ☐ b. competition
- ☐ c. avoidance
- ☐ d. collaboration

Clear my choice

Question **20**

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Which of the following elements in the Harvard Negotiation Project's principled negotiation process asks a group to seek fair standards for resolving a conflict or choosing an option?

- ☐ a. goals
- ☐ b. people
- ☐ c. interests

☐ c. interests

☒ d. criteria

Clear my choice

