Question **1**

Answer saved

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Which of the following statements characterizes constructive conflict?

- ○ a. Members resist change and try to maintain traditional procedures.
- ○ b. Members' contributions are devalued.
- ○ c. Members protect and defend their own ideas.
- ⦿ d. Members focus on the issues.

Clear my choice

Question **2**

Answer saved

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When helping group members from collectivist cultures maintain and save "face," you should keep in mind all of the following perspectives about conflict and "face" EXCEPT

○ a. Conflict resolution requires that "face" issues be mutually managed before discussing other issues.

○ b. The need to save "face" during a conflict derives from the personal relationships among members.

◉ c. In individualistic cultures, "saving face" is more important than winning an argument.

○ d. Cultures that place a great deal of value on "saving face" discourage personal attacks.

Clear my choice

Question **3**

Answer saved

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Strategies for preventing groupthink do NOT include:

○ a. discussing group progress with someone outside the group

○ b. asigning more than one person to work independently on a problem

○ c. asking a member to serve as a critical evaluator, following formal decision-making procedures

◉ d. discouraging members to express their doubts, inviting an expert to a meeting

Clear my choice

Question **4**

Answer saved

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Jackie gets angry with Dave in a weekly team meeting because Dave interrupts his presentation and said that his ideas are a waste of time. What type of conflict is occurring in this situation?

- ○ a.   procedural
- ◉ b.   affective
- ○ c.   competitive
- ○ d.   substantive

Clear my choice

Question **5**

Answer saved

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_____ occurs when members disagree about issues, ideas, decisions, actions, or goals

- ○ a.   Destructive conflict
- ○ b.   Constructive conflict
- ◉ c.   Substantive conflict
- ○ d.   Hatred

Clear my choice

Question **6**

Answer saved

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_____ results when group members engage in behaviors that create hostility and prevent the group from achieving its goals

○ a. Power

○ b. Constructive conflict

○ c. Compromise

◉ d. Destructive conflict

Clear my choice

Question **7**

Answer saved

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When face-to-face interaction is not convenient or possible, which of the following communication technologies is best suited for groups dealing with conflict?

◉ a. videoconferences

○ b. email

○ c. audioconferences

○ d. text messaging

Clear my choice

Question **8**

Answer saved

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If you assume that group members mean well and you feel free to express your feelings and ideas to others, you are on your way to

dealing with conflict using

- ○ a.   mediation
- ○ b.   negotiation
- ○ c.   arbitration
- ● d.   the A-E-I-O-U Model

Clear my choice

Question **9**

Answer saved

Marked out of 0.50

5 conflict styles include avoidance, accommodation, competition, compromise, and _____

- ○ a.   refutation
- ● b.   collaboration
- ○ c.   argumentation
- ○ d.   fallacy

Clear my choice

Question **10**

Answer saved

Marked out of 0.50

Which conflict style would be appropriate if the issue is very important to others but not important to you; it is more important to preserve group harmony than resolve the issue?

○ a.　avoidance

○ b.　compromise

◉ c.　accommodation

○ d.　collaboration

Clear my choice

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