

## Unit 04: Organizational Conflict & Negotiations and Stress

1. Some conflicts support the goals of the group and improve its performance. These are .....between two or more people

Functional  
disagreements

Constructive  
disagreements

Both Functional and  
Constructive  
Disagreements

None of the above

2. Conflict can occur when individuals or groups perceive they have mutually ..... goals or values.

Inclusive

Integrated

Exclusive

Shared

3. Conflict among managers is often caused by the fact that there is ..... agreement over goals.

Good

Bad

Shared

All of the above

4. Time pressure, like deadlines, can increase the performance of an individual or reduce the performance by triggering destructive emotional reactions

True

False

5. .... is an unhealthy, destructive disagreement between two or more people.

Conflict

Functional conflict

Dysfunctional conflict

All of the above

6. .... conflict is an unhealthy, destructive disagreement between two or more people.

Conflict

Functional conflict

Dysfunctional conflict

All of the above

7. .... conflicts support the goals of the group and improve the performance of the group.

Conflict

Functional conflict

Dysfunctional conflict

All of the above

8. Which conflict occurs between two people?

Dyadic

Intragroup

Intergroup

Task

9. Which conflict occurs within a group or team?

Dyadic

Intragroup

Intergroup

Task

10. The conflict episode ends with its aftermath, after the conflict has been managed and the resulting energy heightened, resolved or suppressed.

True

False

11. Diagnosing the nature of conflict is aided by considering it as a sequence of conflict episodes.

True

False

12. Which is not a stage of conflict process?

Potential Opposition

Intentions

Outcomes

Integrative

13. ....negotiation seeks to achieve a win-win situation for both the parties.

Integrative

Distributive

Equality

All of the above

14. Negotiation does not permeate the interactions of almost everyone in groups and organizations.

True

False

15. How many stages are in Negotiation process?

Three

Four

Five

Six

16. Extreme fatigue, exhaustion and burnout are all signs of

short-term stress

long-term stress

behavioural stress

emotional stress.

17. Josiah is a full-time student who is captain of the football team, and vice president of the biology club. He also works part-time. The primary stressor in his life would be \_\_\_\_\_.

Exhaustion

Conflict

Eustress

Overload

18. Aches, shallow breathing and sweating, frequent colds are

Physical symptoms of  
stress

Behavioral symptoms  
of stress

Emotional symptoms  
of stress

Cognitive symptoms of  
stress

19. The best way to protect the body from the harmful effects of stress is to

learn how to avoid it

learn how to manage it

take your anger out on  
inanimate objects

take a long walk and  
bottle up your  
frustration.

20. What thoughts come to the mind when you are under negative stress

You think that you can  
cope with the situation

You think that you  
cannot cope with the  
situation

You think that  
everything will be fine  
eventually

You think that you will  
get help immediately