

FBQ1: _____ is simply aimed at ending a dispute as quickly and amicably as possible.
Answer: Settlement

FBQ2: _____ is a process whereby the parties to a dispute agree to utilize the services of a conciliator
Answer: Conflict

FBQ3: _____ is a process whereby the parties to a dispute agree to utilize the services of a conciliator
Answer: *Conciliation*

FBQ4: Conflict _____ resolution" implies that conflict is bad, and is therefore something that should be ended.
Answer: *Resolution*

FBQ5: _____ approaches tend to result in win-lose outcomes in which only one side perceives the outcome as positive
Answer: *Competitive*

FBQ6: _____ exercise political skill and use persuasion to get people to soften hard-line positions
Answer: *Mediators*

FBQ7: _____ is a lawsuit or a civil action brought before a court seeking for a legal remedy, usually for an offence
Answer: *Litigation*

FBQ8: True conflict resolution requires a more analytical, problem-solving approach than _____
Answer: *Dispute settlement*

FBQ9: _____ requires at least two parties, one to speak and one to listen
Answer: *Communication*

FBQ10: _____ strategies give a mediator the opportunity to control aspects of interaction.
Answer: *Procedural*

FBQ11: _____ is a discussion between two or more disputants who are trying to work out a solution to their problem
Answer: *Negotiation*

FBQ12: _____ is a negotiation strategy in which parties collaborate to find a "win-win" solution to their dispute.
Answer: *Integrative bargaining*

FBQ13: _____ language is one of the most causes of conflict escalation.
Answer: *Inflammatory*

FBQ14: Communication requires at least two parties, one to _____ and one to listen
Answer: *Speak*

FBQ15: In every given conflict, a successful _____ requires a coordinated approach
Answer: *Mediation*

FBQ16: _____ and other gender-based forms of violence continue to be among the highest committed war crimes during times of armed conflict
Answer: *Rape*

FBQ17: Peace building is a _____ term process that occurs after violent

conflict has slowed down or come to a halt.

Answer: *Long*

FBQ18: The _____ dimension of peace building focuses on the social conditions that foster violent conflict.

Answer: *Structural*

FBQ19: When did the UN Security Council adopt an 'aide memoire' pertaining to protection of civilians?

Answer: *2002*

FBQ20: The UN Special Representative of the Secretary General was sensitive more to _____ issues

Answer: *Gender*

FBQ21: _____ often face severe obstacles and critical neglect to their needs in the rehabilitation and reconstruction process

Answer: *Women*

FBQ22: From 1995 to 1998, _____ was the site of the world's largest UN peacekeeping operation

Answer: *Angola*

FBQ23: Mediators exercise political skill and use _____ to get people to soften hard-line positions.

Answer: *Persuasion*

FBQ24: There are _____ sovereign and legally equal states, but with different capabilities, regime-structures, and interests, which interact on the international arena.

Answer: *198*

FBQ25: A mediator's personal reputation can help to build _____

Answer: *Trust*

FBQ26: Procedural _____ give a mediator the opportunity to control aspects of interaction in conflict situation

Answer: *Strategies*

FBQ27: _____ strategies allow a mediator to break through a cycle of violence by changing the factors influencing the parties' decision making

Answer: *Directive*

FBQ28: Mediation is an effective and useful way of dealing with _____

Answer: *Conflicts*

FBQ29: _____ conflicts require commitment, resources, persistence, and experience.

Answer: *Mediating*

FBQ30: _____ is a discussion between two or more disputants who are trying to work out a solution to their problem

Answer: *Negotiation*

FBQ31: Mutual _____ is one of the key causes of the changes that occur during a negotiation.

Answer: *Adjustment*

FBQ32: Integrative bargaining is also called "_____ based bargaining

Answer: *Interest*

FBQ33: _____ involves assessing the other party's priorities and interests and trying to get a better idea of what that party is likely to want.

Answer: *Planning*

FBQ34: Alternative dispute resolution (ADR) is a term generally used to refer to _____ dispute resolution processes

Answer: *Informal*

FBQ35: _____ building has become a popular process for dealing with public-policy disputes, especially intractable environmental disputes.

Answer: *Consensus*

FBQ36: Mediation and _____ are now commonly used to settle labour-management disputes that often used to seem like intractable situations

Answer: *Arbitration*

FBQ37: Potential for integration only exists when there are _____ issues involved in the negotiation.

Answer: *Multiple*

FBQ38: Most ADR processes are based on an _____ approach

Answer: *Integrative*

FBQ39: Inflammatory _____ is one of the most common causes of conflict escalation.

Answer: *Language*

FBQ40: _____ is the hero of good communication

Answer: *Listening*

FBQ41: _____ requires at least two parties: one to speak and one to listen

Answer: *Communication*

FBQ42: A _____ word can carry multiple meanings depending on its intonation.

Answer: *Single*

FBQ43: _____ signals fall under the category of body language, and include expression, posture, and gestures

Answer: *Nonverbal*

FBQ44: _____ law consists of the body of rules growing out of the regulations adopted by international administrative agencies

Answer: *Administrative*

FBQ45: In every society, conflicts are _____, they are normal and an integral part of human lives.

Answer: *Inevitable*

FBQ46: _____ are people – officials or unofficial who get involved in Conflict resolution strategies and skills as third-party

Answer: *Mediators*

FBQ47: _____ often face severe obstacles and critical neglect to their needs in the rehabilitation and reconstruction process, as they struggle against discrimination

Answer: *Women*

FBQ48: From 1995 to 1998, Angola was the site of the world's largest _____ peacekeeping operation

Answer: *United Nation*

FBQ49: International _____ instruments are important tools to protect children in armed conflicts

Answer: *Legal*

FBQ50: When was the UN High Commission for Refugees adopted a policy on older-persons

Answer: *2001*

Multiple Choice Questions (MCQs):

MCQ1: _____often face severe obstacles and critical neglect to their needs in the rehabilitation and reconstruction process

Answer: Women

MCQ2: The _____dimension of peace building focuses on the social conditions that foster violent conflict.

Answer: Structural

MCQ3: When was the UN Security Council adopted an 'aide memoire' pertaining to protection of civilians?

Answer: 2002

MCQ4: Competitive approaches tend to result in _____outcomes in which only one side perceives the outcome as positive

Answer: Lose-lose

MCQ5: Mediators exercise political skill and use _____to get people to soften hard-line positions

Answer: Settlement

MCQ6: True conflict _____requires a more analytical, problem-solving approach than dispute settlement

Answer: Resolution

MCQ7: _____is a lawsuit or a civil action brought before a court seeking for a legal remedy, usually for an offence

Answer: Litigation

MCQ8: True conflict resolution requires a more analytical, problem-solving approach than _____

Answer: Dispute settlement

MCQ9: Conflict_____ correctly assumes that conflicts are long-term processes that often cannot be quickly resolved.

Answer: Management

MCQ10: All the following are potential mediators in conflicts except

Answer: Family

MCQ11: _____is a negotiation strategy in which parties collaborates to find a "win-win" solution to their dispute.

Answer: selective bargaining

MCQ12: _____strategies give a mediator the opportunity to control aspects of interaction.

Answer: Procedural

MCQ13: _____ seekers detained for non-criminal reasons should never be detained together with common law prisoners

Answer: Refugees and asylum

MCQ14: The most basic orientation that allows people enter into negotiations is

Answer: struggle

MCQ15: The _____approach is considered as a constructive resolution process.

Answer: mutual gains

MCQ16: Conflict _____is a term that describes the natural process of

conflict.

Answer: Transformation

MCQ17: Conflict transformation is also a _____ concept.

Answer: Prescriptive

MCQ18: _____ usually transforms perceptions by accentuating the differences between people and positions.

Answer: Conflict

MCQ19: _____ usually has no authority to seek evidence or call witnesses

Answer: Conciliator

MCQ20: Litigation is a _____ or a civil action brought before a court in which the party commencing the action, the plaintiff, seeks a legal remedy, usually for an offence.

Answer: Lawsuit

MCQ21: _____ is widely used in all sorts of disputes, ranging from divorces to civil lawsuits to very complex public policy problems to international conflicts

Answer: Mediation

MCQ22: .All the following are basic sources of mediator trust except

Answer: Family members

MCQ23: _____ describes mediator behaviour at the low end of the intervention spectrum

Answer: Communication-Facilitation Strategies

MCQ24: Directive Strategies made _____ to works hard to shape the content and nature of a final outcome in a conflict situation

Answer: Mediator

MCQ25: _____ describes a phase in the life cycle of the conflict where the parties feel exhausted and hurt

Answer: Perceive stage

MCQ26: _____ must take place at an optimal or ripe moment in a conflict situation

Answer: Settlement

MCQ27: All the following are approaches to Negotiation except

Answer: positional bargaining

MCQ28: Effective _____ is crucial to meeting negotiation objectives in a conflicting environment

Answer: Mediation

MCQ29: Alternative dispute resolution (ADR) is a term generally used to refer to _____ dispute resolution processes

Answer: Authorized

MCQ30: _____ is crucial for ADR processes to work effectively

Answer: Engagement

MCQ31: _____ involves assessing the other party's priorities and interests and trying to get a better idea of what that party is likely to want.

Answer: Mediating

MCQ 32: Communication requires at least all the following except

Answer: speaking

MCQ33: _____signals fall under the category of body language, and include expression, posture, and gestures.
Answer: Language

MCQ34: All the following are essential elements to be found in a complete conflict prevention planning and decision cycle except
Answer: Conflict diagnosis

MCQ35: All the following are elements of the early warning process except
Answer: Gathering information

MCQ36: Mediation involves all the following except
Answer: Providing a suitable step for negotiation.

MCQ37: _____and other gender-based forms of violence continue to be among the highest committed war crimes during times of armed conflict
Answer: Violence

MCQ38: From 1995 to 1998, _____was the site of the world's largest UN peacekeeping operation
Answer: Kenya

MCQ39: In which year the Second World Assembly on Ageing adopted specific policy commitments concerning older persons in emerging situation
Answer: 2007

MCQ40: When was the Security Council adopted an aide memoire (S/PRST/2002/6) pertaining to protection of civilians
Answer: August

MCQ41: According to the United Nations (UN) document on Agenda for Peace, peace building consists of a wide range of activities associated with all the following except
Answer: capacity building

MCQ42: _____is a process that facilitates the establishment of durable peace and tries to prevent the recurrence of violence
Answer: Peace conciliation

MCQ43: _____peace building is connected to peacekeeping, and often involves demobilization and reintegration programmes,
Answer: Short-time

MCQ44: Peace building measures in every conflict situation is aim to prevent conflict from _____
Answer: Re-current

MCQ45: The structural dimension of peace building focuses on the _____that foster violent conflict
Answer: Social problem

MCQ46: _____seeks to establish legitimate and stable political institutions and civil liberties that allow for meaningful competition for political power
Answer: Government

MCQ47: _____building targets both the micro and macro-level and aims to create economic opportunities and ensure that the basic needs of the population are met.
Answer: Peace

MCQ48: The _____dimension of peace building focuses on reconciliation, forgiveness, trust building, and future imagining.
Answer: Social

MCQ49: _____actors form the core of a peace constituency

Answer: International

MCQ50: An important task in sustaining peace is to build a peace _____within the conflict setting

Answer: Initiatives