

Conflict Management

Q1: Which of the following is not true?

- a. Appearance of difference of opinion or interest is not considered as conflict
- b. Relationship conflict is always dysfunctional
- c. According to traditional view, conflict is harmful and must be avoided
- d. All of the above

Ans: a

Q2: We spend _____% of our time dealing with conflict:

- a. 15
- b. 21
- c. 35
- d. 46

Ans: b

Q3: Which of the following is false?

- a. An unhealthy, destructive disagreement between two or more parties is called as functional conflict
- b. Functional conflict support the goals of the group
- c. There are only negative consequences of the conflict
- d. Both (a) & (c)

Ans: d

Q4: Which of the following is true?

- a. Competing mode is high on cooperatives & high on assertiveness
- b. Competing mode is high on assertiveness & low on cooperatives
- c. Avoiding mode is low on cooperatives and low on assertiveness
- d. Both b & c

Ans: d

Q5: Which of the following is false?

- a. There are 5 conflict handling modes
- b. Compromising mode is moderate on cooperativeness and moderate on assertiveness
- c. Conflict over content & goals of work is called as Task conflict
- d. None of the above

Ans: d