Test Bank for Personal Conflict Management Theory and Practice 2nd Mccorkle

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Chapter 2: Major Approaches to Conflict Management

1. Theories are:
   A. tentative explanations for observed phenomenon.
   B. proven laws about human nature.
   C. laws that have been disproven.
   D. variables in experimental research.

   Answer: A

2. People who believe genetics control behavior, believe in which theory?
   A. Nurture
   B. Nature
   C. Negative interdependence
   D. Numerology

   Answer: B

3. The belief that communication goes one way from speaker to listener describes which theory?
   A. Transactional
   B. Game theory
   C. Mechanical
   D. Mixed motive

   Answer: C

4. Which statement best represents a transactional view of communication?
   A. *Meanings are in people.
   B. Meanings are in the message.
   C. Meanings are in the channel of communication.
   D. Meanings are denotative.

   Answer: A

5. The approach-avoid concept of conflict emerged from which theory?
   A. Attribution
   B. Field

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C. Game
D. Interaction

Answer: B

6. Travis' friends presented him two choices of what to do on his Birthday: stay in and watch moving with his friends or go on a two-hour drive to a club in another city. Travis is not crazy about either idea, but doesn't want to hurt his well-intended friends' feelings. Travis faces:
A. an approach-avoid conflict.
B. an avoid-avoid conflict.
C. an approach-approach conflict.
D. the prisoner's dilemma.

Answer: B

7. The presence of competitive and cooperative impulses during conflict is called:
A. approach-avoid conflict.
B. gaming.
C. integration.
D. mixed motive.

Answer: D

8. Those who sink together during conflict have:
A. *negative interdependence.
B. negative attributions.
C. social exchanges.
D. constructivism.

Answer: A

9. Kayla sees Julia arriving late for class. Kayla thinks, "Oh, Julia must be having trouble with her car again." Kayla is making:
A. an internal attribution.
B. an external attribution.
C. a gaming response.
D. a self-serving response.

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Answer: B

10. Cy always considers what's in it for him before making any relationship decisions. Which theory best explains his approach?
    A. Game theory
    B. Psychodynamic theory
    C. Social exchange theory
    D. Field theory

    Answer: C

Instructions for the true/false essay option:
First, Circle the best answer True or False.
Then, you may also write an explanation giving factual details on why the question is true or false (an explanation is not required but may give you partial credit).

11. T F A theory is a proven law about how people interact in the world.
    False
12. T F Nature theories believe people act the way they do because of what they learned as they grew up.
    False
13. T F Because words have no inherent meanings, most communication scholars uphold the idea that meanings are in people.
    True
14. T F If you sink when I swim, our goals are positively interdependent. False
15. T F Jasmine notices that Ralph arrives late to class still dressed in his work uniform. She thinks: "He must have a very demanding job and got stuck in traffic on his way to class." She is making an external rather than an internal attribution for his behavior.
    True
16. T F According to constructivism theory, people assess the costs and rewards of a relationship when making decisions.
    False
17. T F Systems theory would not support analyzing a conflict by looking at just one person's viewpoint.
    True

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18. T F A common self-serving bias is attributing my errors to be caused by outside forces and your errors to be caused by your personality.
True

Listing and Short Answer Questions

19. Explain the difference between a theory and a law. [p. 17]
20. Jane was caught shoplifting in a local department store. Relate how nurture and how nature theorists would explain her behavior. [p. 18]
21. Explain the difference between viewing communication as a mechanical and a transactional process. [p. 19]
22. Give an example of an internal and an external attribution. [p.22]
23. Define "construct" and illustrate the term through your personal construct of friendship. [p. 24]
24. Differentiate between how a person using psychodynamics would view a conflict differently than a person using constructivism (p. 23+ and p. 19+).

Bonus Question: Write and answer your own short-answer question from material you studied for this quiz which is not explicitly tested for above.

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