



PCR114 MAY 2019 E-EXAM
BrainyEducare

In what year did Morton Deutsche develop insight into the beneficial consequences of cooperation as a subject of academic enquiry?

1949

What is the name of the leader Winston Churchill criticized for cooperating with Adolph Hitler to avert world war one

Neville Chamberlain

One of conflict behavior identified by Roger Fisher and William Ury is

Principled negotiation

What is the name of the president of Serbia at the beginning of the war in the former Yugoslavia?

Slobodan Milosevic

Frustration aggression theory is associated with which of these scholars?

John Dollard

_____ is concerned primarily with changing the attitudes and perceptions of conflicting parties to one another.

Conflict transformation

The need to acknowledge the validity of conflicting parties as a fundamental component of conflict resolution is called what?

Empathy

The Rosenberg's model is an attempt in changing the way in which _____ are educated to resolve conflicts

Children

Charles Osgood's 1962 model of 'Graduated Initiatives in Tension reduction' (GRIT) exemplified the theory of _____

Cooperative behaviour

_____positional bargaining is a situation where parties to conflict are defending their respective positions.

Hard

The cooperation model by Roger Fisher and William Ury in conflict resolution have been criticised for disregarding which of the following?

Morality

The common ground between Burton's 'needs based' and Fisher and Ury's 'interest based' models of

conflict resolution is that both could generate _____ outcomes to a conflict.

cooperative

Which of the following conflict resolution models use principles and techniques found in alchemy as a set of contemplative practices that transform deeply encrusted feelings and thoughts that fuel destructive conflict behaviours?

Conflict transmutation

Who among the following scholars define conflict as “A struggle over values and claims to secure status, power and resources, a struggle in which the aims of opponents are to neutralize, injure or eliminate rivals”?

Lewis Coser

Which of the following is not one of the identifiable causes of conflict?

Compliance with rules

Which of the following is not a type of conflict?

System conflict

Which of the following types of conflict refer to those misunderstandings in which we perceive that there is a conflict when there is none?

Pseudo conflict

Which of the following is not one of the ways in which conflict is experienced as stated by Speed Leas and Paul Kittlaus, in Church Fights?

Personality conflict

Which of the following does “Level 2” in Duffy Robbin’s four levels of conflict represent?

Processes or Methods

McSwain and Treadwell, in Handbook of Practical Theology, suggested the following as conflict handling styles except _____

Powerful winner

Which of the following conflict handling styles is appropriate for conflicts where differences are attitudinal or emotional?

Facilitator

_____ is a process of co-labouring with others to resolve difficulties that are being experienced. It is also called joint or mutual problem solving.

Collaborating

A conflict handling style where people are moderately concerned with their own goals and about their relationships with other people is also refers to as _____

Compromising

When individuals or groups are in conflict, they have the following choices about the direction they will take except_____

Do nothing about conflict

According to Kriesberg _____ is where there is a mutual expectation by the conflicting parties such that the other side is only targeting at power and therefore, the only way they can be prevented is by even greater coercion.

Conflict escalation

Which of the following is the first stage of the nine stages of conflict escalation According to Friedrich Glasl?

Calcification

The Prisoner's Dilemma is a scenario of how individuals make decisions under conditions of _____ or when the choices are contingent on other people's actions.

Uncertainty

Since the decision to submit to arbitration is consensual, the rate of compliance with arbitral decisions is_____

High

Which of the following is not true about arbitration?

Arbitration is highly formal

International Court of Justice (ICJ) was established in_____ by the UN Charter.

1945

Kelman describes the social and psychological dynamics that tend to escalate conflict and conclude that resolving conflicts requires_____ those dynamics.

Accommodating

Interactive conflict resolution (ICR) workshops were first used by John Burton in the mid-1960s to address escalating conflicts between the following countries except:

China

Which of the following churches played a truth-telling role in Rhodesia's war of independence?

Catholic church

_____ have developed an electronic brain implant that can be activated by thoughts and in turn can move a computer cursor.

Dr. Roy Bakay and Dr. Philip Kennedy

John Mack, the Harvard psychiatrist contend that the best explanation for alien abduction claims is that they are based on alien's.....

Abduction experiences

The encyclopaedia defines attitude as a _____ tendency that expresses like or dislike for an entity.

Sociological

Endorphins are very powerful, as much as _____ times more powerful than the drug morphine and is a natural high.

100

In Tanzania, _____ is a name given to people when they die.

Mahoka

Which of the following is the first step in the guidelines for reconciling differences?

Go to the person who wronged you

Some useful steps for the success of mediation include the following except _____

Insist on subjective criteria

Which of the following is not true about anger?

Common sense has nothing to do with anger

Which one of these is not a form of Workplace Bullying as indicated by Charlotte Raynor and Helge Hoel

Paid leave bonus

Who among these thinkers was a major advocate of the use of conflict to achieve group goals?

Saul Alinsky

Diana Santa Maria law offices developed how many steps to effective mediation?

Seven

Multi-Track Diplomacy is made up of how many tracks?

Nine

What is the name of the mediation process whereby parties are assisted to reach mutually agreeable resolution

Facilitative mediation

Agacaca is an example of African traditional method of conflict resolution in which country?

Rwanda

Former UN Secretary General _____ introduced peace building into the security framework and language of the UN

Boutros Boutros Ghali

What is the full meaning of PTSD

Post-Traumatic Stress Disorder

The technique which helps parties systematically determine the scope of a conflict, identifies parties, issues, and the larger context of a dispute is known as _____

Conflict mapping

_____ are defined as a mental predisposition to act that is expressed by evaluating a particular entity with some degree of favour or disfavour.

Attitudes

According to Jerry Deffenbacher, a psychologist who specializes in anger management, some people are really more _____ than others are; they get angry more easily and more intensely than the average person does.

Hotheaded

_____ is the attempt to influence the thoughts and actions of another without his or her consent.

Mind Control

Paul Wehr states that as conflict emerges, it produces considerable _____

Confusion

the U.S. government agency responsible for clandestine intelligence gathering is known as _____

Central Intelligence Agency

Primary parties in a conflict are those who oppose one another and have a _____ stake in the outcome of the conflict.

Direct

The key to successful decision-making as a team is _____

Transparency

In the central route to persuasion the individual is presented with the data and motivated to _____ the data and arrive at an attitude changing conclusion.

Evaluate

_____ is established through deed and targets experience with communicator, by information obtained from trusted sources and by attribution of self-interests.

Trustworthiness

Disasters can also cause us to re-experience feelings and _____ related to previous disasters, such as the events of 9/11.

Memories

There is no right or wrong way to react to a traumatic event, whether it is natural or _____

Man made

_____ positional bargaining is a situation where parties to conflict are defending their respective positions.

Hard

Accepting who you are and what your potential is an important step in letting down your guard enough to develop a _____ relationship with others.

Trusting

The terms "rustling" or "raid" are used interchangeably in the study to refer to armed attacks by one group on another for the purpose of stealing _____

Livestock

According to Dyson-Hudson "aggressive _____". is an essential component of pastoralists' strategy

Confrontation

_____ is the common factor that binds economic system, lineage structure, ritual ideology and facilitate cohesion

Solidarity

Negotiation or reconciliation process in the traditional setting is seen as a re-establishment of relationships between people and also with their _____

God and spirits

Kenya have a proverb stating "kinship is strengthened through _____"

Friendship

The ethical code of war ensured the respect and protection of _____, children and the elderly.

Women

Only when all efforts to achieve reconciliation had failed did the parties resort to _____

War

Among the Turkana, when there was any serious conflict, the elders would call a traditional _____

peace conference

The mediators (elders) represented the norms and values of the society, especially on _____ issues.

Moral

Lederach conceive of reconciliation as both a focus and locus, a place where people and things come together creating the possibility and social space where both truth and forgiveness are validated in the year _____

1975

Today, respect by the youth for the elders and the traditional hierarchy of authority has been seriously diluted through _____

Westernisation

women were excluded from political decision making among the pastoral communities ostensibly because of their inability to keep _____

Secrets

Although conflict is a universal human experience, the nature of conflicts and the methods of resolving them differ from one _____ context to another.

Socio-cultural

Osotua - The Maasai word for Peace, means a gift out of _____

Relationship

_____ is another symbol used by the Maasai and other groups like the Kalenjin to demonstrate peace in times of war and ethnic tensions

Grass

Mato-Oput - means reconciliation among the _____

Acholi

_____ is the newest concept of the three, named by Folger and Bush in their book 'the

promise of peace' in 1994.

Transformative Mediation

The term "Track Two Diplomacy" was coined in 1981 by _____

Joseph Montville

According to Diana Santa Maria and Marc A. Greg settling a case before trial often involves _____

Mediation

Unlike at trial, the parties at mediation settle the case among themselves rather than submitting to the decision of a _____

Judge

_____ are articulate and people person who make favourable impressions on others

Influencers

A good mediator will recognize the strengths and the weaknesses of the plaintiff's case and _____ then steer both disputing parties toward a fair and equitable result.

Defendant

If a party to a conflict is unwilling to compromise or capitulate, then the conflict is likely to _____

Continue

The latest research to come from Griffith University in Queensland suggest that one in four in the workplace experience _____ and that in some workplaces it can be as high as 80%

Adult bullying

One of the first to develop the insight into the beneficial consequences of cooperation as a subject of academic enquiry was _____

Morton Deutsche

According to _____ empathy corresponds to some attempt to acknowledge the feelings and needs of respective parties in a conflict without evaluation or judgment

Marshall Rosenberg

Fink, defines conflict as any "situation or process in which two or more social entities are linked by at least one form of antagonistic _____ relation"

Psychological

The approach to conflict resolution primarily aimed at altering attitudes and perceptions of the conflicting parties is known as what _____?

Conflict transformation

Where individuals are concerned with their own goals and the relationships they share with others, they will be ready to _____

Compromise

Friedrich Glasl listed _____ stages of conflict escalation

Nine

a scenario where individuals make decisions under conditions of uncertainty or when the choices are contingent on other people's actions is known as _____ dilemma

Prisoners

During the Cold War era, advocates of conflict resolution argued that

the nuclear arms race could be diminished by applying the theoretical

insight provided by _____ theory

Game

Frustration Aggression theory is associated with _____

John Dollard

Lewis Coser defined conflict as "A struggle over values and claims to secure status, power and resources in which the aims of opponents are to neutralize, injure or eliminate rivals" in the year _____

1956

_____ is a type of conflicts caused by forces external to the people in dispute

Structural

_____ conflict arise only when people attempt to force one set of ideas on others or lay claims that do not allow for divergent convictions

Value based

The first myth about conflict is that it can never lead to anything _____

Positive