Conversations About Conflict Knowledge Assessment Questions 12-13

1. As discussed in class three natural emotional triggers for conflict are:

A, Light sensitivity, physical appearance of others, and rude behaviors

B. Differences in cultural norms, personal attitudes, and needs

C. Time of day, hunger, and moon phase

D. Poor personal hygiene, low self-esteem and lack of cultural awareness

1. As discussed in class, which of the following represent positions, interests and needs?

A. Please remove your socks from my desk; they are disgusting. I don’t want this to become a pattern. I appreciate a clean dorm room.

B. Your socks stink. Please move them. I want you to wash your clothes so that I do not have to smell them.

C. Explain why your socks are on my desk! Get them off and keep them off. Find a drawer for those things!

D. When I see your socks on my desk I feel powerless. I think you know how I feel when you leave your socks on my desk. Your socks are really smelly!

1. The five conflict styles according to Ron Kraybill are:

A. Directing, Harmonizing, Avoiding, Cooperating, And Compromising.

B. Directing, Lecturing, Including, Avoiding, Challenging.

C. Locating, Categorizing, manipulating, Externalizing And Cooperating.

D. Learning, Cooperating, Maintaining, Internalizing, And Including

1. What is your conflict style according to Ron Kraybill’s inventory assessment? How does this conflict style help and or hinder you in conflict?
2. Identify the five stages of conflict

A. Latent, Emergent, Escalation, Crisis, De-escalation, Settlement, Post-conflict

B. Arbitration, Emergence, Crisis, Escalation, Tenacity, Resolution, Perseverance

C. Emergence, Inter-mediation, Escalation, Intervention, Crisis, Intercession, Resolution

1. As discussed in class which of the following is NOT a barrier to conflict resolution?

A. Alcohol use

B .Cultural differences

C. Good listening skills

D. Cultural differences

1. True or False. Calmly communicating your needs is a strategy for controlling one’s emotions.
2. As discussed in class which of the following are a group of good examples of communication?

A. I feel hurt right now. I think you are saying that my socks being on your desk is part of a bigger problem. You are telling me that this is a big problem for you even though you know it is not such a big deal for me.

B. I feel that you are the problem. I think you are saying that I am the problem. I hear you saying that I am always the problem.

C. Every time you do that I get angry. You are saying that you can’t help being dishonest. I hear you saying that I am lying.

D. I know that you are the problem in this, not me. I hear you saying that I am wrong about everything. I think what you are saying is that you are perfect.

1. True or False, the Following is an example of paraphrasing: “What I hear you saying is wrong.”
2. Which of the following is an example of Mediation:
3. Meet privately with the person you are having a conflict with and telling them you are sorry for your part of the problem
4. Meet with the person or group you are having conflict with and a mediator from one of the JMU offices to discuss the problem and find resolution.
5. Email or text your thoughts about how you have been wronged to someone
6. Show proof of harm in a court of law
7. According to Ron Kraybill which is a conflict style?
8. Lecturing
9. Mothering
10. Listening
11. Avoiding
12. As discussed in class The JMU campus Counseling Center is available for which of the following:
13. Consultations about conflict problems
14. Mediation with parties in conflict
15. Counseling services for students dealing with internal conflict
16. All the above
17. As discussed in class the following is a typical *position* in a conflict, and may serve to make the conflict worse:
18. I am hurt by your words
19. Your socks are smelly and you do this on purpose
20. I do not understand you at all!
21. Leave the socks on your side of the room please
22. As discussed in class which of the following is a good definition of cultural norms?
23. Different types of behavior, dress, and or attitude that are normal for different cultures
24. Ways of walking, talking and eating that change from country to country
25. Different strategies for meeting and getting to know other people from different cultures
26. Systems of attitude that may threaten others as they relate to race, creed or color
27. As discussed in class which of the following is not a natural emotional trigger for conflict?
28. Personal Attitudes
29. Differences in cultural norms
30. Personal needs
31. Low self esteem
32. According to Ron Kraybill which is not a conflict style?
33. Avoiding
34. Compromising
35. Harmonizing
36. Challenging
37. Cultural differences are a typical barrier to conflict resolution because:
38. Understanding another culture is not difficult
39. In a conflict understanding another’s culture is not a top priority, no one really wants to understand another culture
40. Cultures are really similar and differences can be hard to notice
41. We must develop and recognize our strengths and weaknesses with regards to understanding other cultures, which requires self-awareness
42. What are 3 strategies for controlling emotions discussed in class?
43. The following are all examples of good communication while in a conflict, except:
44. I feel frustrated by having to ask that you keep your socks off of my desk
45. I think you are wrong and that your behavior is unacceptable
46. I hear you saying that you are angry about how our room looks to guests that come to visit
47. So for you this is a big problem and you are really frustrated with it
48. Which is NOT a strategy discussed in class for controlling emotions?
49. Jumping to conclusions
50. Clearly and calmly communicating your needs in a conflict
51. Taking a deep breath
52. Listening for what other people need from you in a conflict
53. As discussed in class alcohol is a major contributor to poor communication and difficulty with resolving conflict because:
54. Alcohol impairs judgment
55. Alcohol inhibits the ability to discern between small issues and large problems
56. Alcohol hinders the ability to communicate our needs effectively
57. All the above
58. Two of the pillars of Restorative Justice are:
59. Payback and revenge
60. Harms and guilt
61. Obligations and resentment
62. Harms and obligations
63. True or false: The Office of Judicial Affairs uses Restorative Justice when practical to help students and groups on campus deal with conflict.
64. True or False: Conflict Coaching is characterized by working with a conflict coach to explore positive ways of dealing with conflict.