

QCM

TEST

Test
Reading Exam on April 19th,
2018.

This is a reading exam. The use of multiple sources, including your notes, the textbook, your classmates, and any other sources is permitted and encouraged. All answers should be recorded on the answer sheet.

Question 1 Which Of The Following Terms Refers To The Social Tone Of A Relationship?

- A recognition
- B disconfirming communication
- C defensiveness
- D communication climate
- E confirming communication

Question 2 Which Type Of Response Contains A Message With More Than One Meaning?

- A double-meaning conversation
- B impersonal response
- C ambiguous response
- D interrupting response
- E irrelevant response

Question 3 Which Of The Following Messages Characterizes A Disagreeing Message?

- A "I hear what you are saying."
- B "You're wrong."
- C "I'm interested in what you have to say"
- D "You're right about that."
- E ""I believe you."

Question 4 What Type Of Communication Occurs When A Sender Seems To Be Imposing A Solution On The Receiver With Little Regard For That Person's Needs Or Interests?

- A communication climate
- B controlling communication
- C inconsiderate communication
- D supportive communication
- E one-sided communication

Question 5 Which Type Of Communication Invites Others To See Your Point Of View And To Freely Share Their Own?

- A impersonal communication
- B free speech communication
- C respectful communication
- D invitational communication
- E free communication

Question 6 What Is One Approach To Confronting Conflict?

- A just ignore the person
- B emotional intelligence
- C tell the person they are overreacting
- D yelling at the person
- E there is no approach

Question 7 Which Is Not A Type Of Conflict?

- A angry
- B competiton
- C avoidance
- D accommodation
- E talking on phone

Question 8 Which Is A Conflict Style?

- A avoidance
- B not being happy
- C being joyful
- D all of the above
- E expressing how you feel

Question 9 What Is An Expressed Struggle Between At Least Two Interdependent Parties?

- A conflict
- B understanding
- C restraint
- D tension
- E displeasure

Question 10 Competition In Conflict Is A...

- A none of these
- B lose-lose
- C win-win
- D win-lose
- E lose-win

Question 11 What Is A Goal That Is Set To Find A Solution That Satisfies The Needs Of Everyone Involved?

- A win-win problem solving
- B conflict rituals
- C stonewalling
- D conflict diffusion
- E conflict resolution

Question 12 What Is Occurring When A Communicator Expresses Dissatisfaction In A Disgusted Manner?

- A collaberation
- B passive aggression
- C compromise
- D direct aggression
- E problem solving

Question 13 What Is A Symmetrical Conflict?

- A use different tactics
- B reinforcing behaviors
- C both people use the same tactics to solve a conflict
- D complementary conflict
- E no

Question 14 Which Is A Type Of Conflict?

- A non verbal
- B angry
- C talking to a peer
- D sign language
- E talking on a phone

Question 15 Avoidance Of Conflict Is A....

- A win-win
- B lose-lose
- C win-lose
- D lose-win
- E none of the above

Question 16 What Are Unacknowledged But Very Real Repeating Patterns Of Interlocking Behavior?

- A de-escalatory spiral
- B criticism
- C conflict rituals
- D symmetrical conflict
- E complementary conflict

Question 17 When Should You Use The Tactic Of Avoidance In Conflict?

- A when talking never works
- B when you discover you are wrong
- C when the issue is of little importance
- D to let others learn by making their own mistakes
- E as a back up mode

Question 18 What Is One Type Of Direct Aggression?

- A careless
- B in your face
- C passive
- D character attacks
- E competitive

Question 19 What Are Ways To Express Struggles With Conflict?

- A expressing feelings
- B being angry
- C letting your neighbor know that there is a problem
- D not letting them know there is a problem
- E being non verbal

Question 20 Is It Good To Be Assertive When Trying To Solve A Problem Or Reach A Goal?

- A avoidance
- B in-direct
- C no
- D not motivated
- E yes

Question 21 Define Avoidance.

- A competition
- B all of the above
- C win-win
- D ignore or stay away from conflict
- E lose-win

Question 22 Which One Is Not A Conflict Style?

- A avoidance
- B accommodation
- C competition
- D giving up
- E compromise

Question 23 What Is Competition?

- A win or loose approach
- B participation
- C passive aggression
- D thinking everyone wins
- E direct aggression

Answer sheet:

Firstname and lastname:

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Answers must be given exclusively on this sheet: answers given on the other sheets will be ignored. Ensure that you clearly mark your answer sheet to receive credit.

- QUESTION 1: A B C D E
- QUESTION 2: A B C D E
- QUESTION 3: A B C D E
- QUESTION 4: A B C D E
- QUESTION 5: A B C D E
- QUESTION 6: A B C D E
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- QUESTION 22: A B C D E
- QUESTION 23: A B C D E