

# Negotiations & Conflict Management BUS403

Negotiations MCQ

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Published 2014

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## 1. Negotiations & Conflict Management BUS403

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- Unit 01: What Is Negotiation?
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## 4. Chapter: Unit 03: Processes and Phases of Negotiation

### 1. Unit 03: Processes and Phases of Negotiation Questions

#### 4.1.1. In your current negotiation, you are "attempting to formulate princ...

Author: Charles Jumper

In your current negotiation, you are "attempting to formulate principles on which you can both agree." What term is used for this phase of a negotiation?

Please choose only one answer:

- Setting the details
- Conceptualization
- Pre-negotiation
- Follow-up

Check the answer of this question online at QuizOver.com:

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#### 4.1.2. What do experts recommend you do to invest in relationships with yo...

Author: Charles Jumper

What do experts recommend you do to invest in relationships with your customers?

Please choose only one answer:

- Become a resource
- Tailor your approach
- Write a note
- All of these answers

Check the answer of this question online at QuizOver.com:

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#### 4.1.3. When discussing Game Theory, what rule says that "you should pick t...

Author: Charles Jumper

When discussing Game Theory, what rule says that "you should pick the strategy where the maximum advantage of your opponent is minimized?"

Please choose only one answer:

- Minimax theorem
- Partial information theorem
- Win-win theorem
- Lose-lose theorem

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#### 4.1.4. You plan to enter into a negotiation and realize that if you gain \$...

Author: Charles Jumper

You plan to enter into a negotiation and realize that if you gain \$100, the other party will lose \$100. What Game Theory term describes this type of dispute?

Please choose only one answer:

- Positive sum
- Negative sum
- Zero sum
- None of these answers

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#### 4.1.5. You wish to purchase an item at an antiques store. You see an item ...

Author: Charles Jumper

You wish to purchase an item at an antiques store. You see an item you would like to buy, but you do not want to pay more than \$20. You offer \$10, and the proprietor says he will sell the item for \$30. You then offer \$20, and the proprietor says he will sell the item for \$25. You agree to purchase the item at \$25. You have paid \$5 more than you wanted, and the proprietor receives \$5 less than he wanted. What type of bargaining is this?

Please choose only one answer:

- Positional
- Integrative
- Win-win
- Accommodating

Check the answer of this question online at QuizOver.com:

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#### 4.1.6. You plan to buy a used car and want to purchase it for the least po...

Author: Charles Jumper

You plan to buy a used car and want to purchase it for the least possible cost. You realize the seller will try to get the most money that he can for the car. Which of the following best describes this type of bargaining?

Please choose only one answer:

- Expanded pie
- Integrative
- Distributive
- Win-win

Check the answer of this question online at [QuizOver.com](http://www.quizover.com):

Question: [You plan to buy a used car and want to Charles Jumper @Saylor Negotiations](#)

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## 4. Chapter: Unit 01: What Is Negotiation?

### 1. Unit 01: What Is Negotiation? Questions

#### 4.1.1. According to game theory, what outcome will result when one disputa...

Author: Charles Jumper

According to game theory, what outcome will result when one disputant perceives that \$10 is a loss while the other disputant perceives the same \$10 as a win?

Please choose only one answer:

- A win-win outcome
- A lose-lose outcome
- A win-lose outcome
- Both answers B and C

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#### 4.1.2. What conflict style is represented by the statement: "If I don't me..."

Author: Charles Jumper

What conflict style is represented by the statement: "If I don't mention it, perhaps it will blow over."?

Please choose only one answer:

- Competing
- Avoiding
- Accommodating
- Collaborating

Check the answer of this question online at QuizOver.com:

Question: [What conflict style is represented by the Charles Jumper @Saylor](#)

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### 4.1.3. What result is accomplished in a successful negotiation?

Author: Charles Jumper

What result is accomplished in a successful negotiation?

Please choose only one answer:

- A mutually satisfactory structure
- An executed agreement
- A lasting and mutually beneficial relationship
- All of these answers

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#### 4.1.4. Which of the following best defines the term conflict?

Author: Charles Jumper

Which of the following best defines the term conflict?

Please choose only one answer:

- It is a disagreement.
- It is a perceived threat.
- It contains substantive, procedural, and psychological dimensions.
- All of these answers

Check the answer of this question online at QuizOver.com:

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#### 4.1.5. You are planning to enter into a business partnership. What strateg...

Author: Charles Jumper

You are planning to enter into a business partnership. What strategy is best for this type of negotiation?

Please choose only one answer:

- A substantive negotiation
- A compromise negotiation
- A distributive negotiation
- An interest-based negotiation

Check the answer of this question online at QuizOver.com:

Question: [You are planning to enter into a business Charles Jumper @Saylor](#)

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#### 4.1.6. You are about to enter a negotiation to purchase a car. Typically, ...

Author: Charles Jumper

You are about to enter a negotiation to purchase a car. Typically, what type of negotiation will this be?

Please choose only one answer:

- Distributive bargaining
- Integrative bargaining
- Win-Lose bargaining
- Both answers A and C

Check the answer of this question online at QuizOver.com:

Question: [You are about to enter a negotiation to Charles Jumper @Saylor Negotiations](#)

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## 4. Chapter: Unit 02: Negotiation Strategies and Biases

### 1. Unit 02: Negotiation Strategies and Biases Questions

#### 4.1.1. Assume you have a maximum of \$160 to spend but wish to spend no mor...

Author: Charles Jumper

Assume you have a maximum of \$160 to spend but wish to spend no more than \$130. The salesperson cites an initial price of \$150. What is the term for the difference in your positions?

Please choose only one answer:

- A BATNA
- A ZOPA
- A reservation point
- A tactic

Check the answer of this question online at [QuizOver.com](http://www.quizover.com):

Question: [Assume you have a maximum of 160 to spend Charles Jumper @Saylor](http://www.quizover.com/question/assume-you-have-a-maximum-of-160-to-spend-charles-jumper-saylor?pdf=1505)

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#### 4.1.2. Which of the following descriptions might reflect social perception...

Author: Charles Jumper

Which of the following descriptions might reflect social perception biases?

Please choose only one answer:

- Social perception biases are inherently interpersonal.
- The nature of social bias is centered upon perception of social objects, events, and people.
- Social biases are the same as cognitive biases.
- Both answers A and B

Check the answer of this question online at QuizOver.com:

Question: [Which of the following descriptions might Charles Jumper @Saylor](#)

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### 4.1.3. William Ury describes an ability of humans all around the world to ...

Author: Charles Jumper

William Ury describes an ability of humans all around the world to live together using dialogue, community problem solving, and conflict resolution. What is Ury's term for this concept?

Please choose only one answer:

- The Primary Side
- The Second Side
- The Third Side
- The Fourth Side

Check the answer of this question online at [QuizOver.com](http://www.quizover.com):

Question: [William Ury describes an ability of humans Charles Jumper @Saylor](#)

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#### 4.1.4. You are entering a negotiation and plan to offer your best deal ear...

Author: Charles Jumper

You are entering a negotiation and plan to offer your best deal early in the process. Which of the following terms best describes this element of negotiation?

Please choose only one answer:

- A strategy
- A take it or leave it approach
- A tactic
- A reservation point

Check the answer of this question online at QuizOver.com:

Question: [You are entering a negotiation and plan Charles Jumper @Saylor Negotiations](#)

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#### 4.1.5. You hope to spend no more than \$100 on a new piece of clothing. You...

Author: Charles Jumper

You hope to spend no more than \$100 on a new piece of clothing. You want to negotiate with the sales clerk for a suit that costs \$125. Which of the following terms best describes your \$100 in this negotiation?

Please choose only one answer:

- Your reservation point
- Your ZOPA
- Your BATNA
- None of these answers

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#### 4.1.6. Zero sum negotiations are best represented by what image?

Author: Charles Jumper

Zero sum negotiations are best represented by what image?

Please choose only one answer:

- A fixed pie
- An enlarged pie
- A bar chart
- A line graph

Check the answer of this question online at QuizOver.com:

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## 4. Chapter: Unit 05: Conflict Resolution

### 1. Unit 05: Conflict Resolution Questions

#### 4.1.1. According to Bush and Folger, what is the primary focus of transfor...

Author: Charles Jumper

According to Bush and Folger, what is the primary focus of transformative mediation?

Please choose only one answer:

- To address deeper levels of social life
- To effect long-term change
- To foster the parties' empowerment and recognition
- All of these answers

Check the answer of this question online at QuizOver.com:

Question: [According to Bush and Folger what is the Charles Jumper @Saylor Negotiations](#)

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#### 4.1.2. The Secretary-General of the United Nations or his envoys has the a...

Author: Charles Jumper

The Secretary-General of the United Nations or his envoys has the authority to "propose ideas and solutions to facilitate the resolution to the conflict." Which of the following terms describes this mandate?

Please choose only one answer:

- Arbitration
- Mediation
- Compromise
- Collaboration

Check the answer of this question online at [QuizOver.com](http://www.quizover.com):

Question: [The Secretary-General of the United Nations Charles @Saylor Foundat](#)

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#### 4.1.3. You plan to discuss an area of disagreement with a friend. You and ...

Author: Charles Jumper

You plan to discuss an area of disagreement with a friend. You and your friend agree that what you discuss together will be kept in confidence. This is an example of what type of statement?

Please choose only one answer:

- BATNA
- WATNA
- Conversation
- Ground rule

Check the answer of this question online at [QuizOver.com](http://www.quizover.com):

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#### 4.1.4. You typically tend to delegate controversial decisions and accept d...

Author: Charles Jumper

You typically tend to delegate controversial decisions and accept default decisions. Which of the following styles best describes this behavior?

Please choose only one answer:

- Competitive
- Collaborative
- Avoiding
- Accommodating

Check the answer of this question online at QuizOver.com:

Question: [You typically tend to delegate controversial Charles @Saylor Foundat](#)

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#### 4.1.5. Your firm has a union labor contract that you are trying to renegotot...

Author: Charles Jumper

Your firm has a union labor contract that you are trying to renegotiate. Members of the union have threatened to strike if a new contract is not agreed to within a stated timeframe. What is an alternative mechanism available to the parties to resolve this type of dispute?

Please choose only one answer:

- Mediation
- Court
- Arbitration
- Negotiation

Check the answer of this question online at QuizOver.com:

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#### 4.1.6. When defining conflict, what term describes the change in people's ...

Author: Charles Jumper

When defining conflict, what term describes the change in people's behaviors, feelings, and ongoing responses when confronting an issue?

Please choose only one answer:

- Disagreement
- Perceived threat
- Interests
- Concerns

Check the answer of this question online at QuizOver.com:

Question: [When defining conflict what term describes Charles Jumper @Saylor](#)

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## 4. Chapter: Unit 04: Managing Different Types of Business Negotiations

### 1. Unit 04: Managing Different Types of Business Negotiations Questions

#### 4.1.1. According to experts, what best practices describe effective negoti...

Author: Charles Jumper

According to experts, what best practices describe effective negotiations?

Please choose only one answer:

- Focus on interests not positions
- Focus on people not problems
- Identify objective criteria to determine success
- Both answers A and C

Check the answer of this question online at QuizOver.com:

Question: [According to experts what best practices Charles Jumper @Saylor Negotiations](#)

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#### 4.1.2. According to Joel Peterson, Stanford Graduate School of Business, w...

Author: Charles Jumper

According to Joel Peterson, Stanford Graduate School of Business, what do most business people consider important in their negotiations?

Please choose only one answer:

- Best price, warranties
- Most attractive terms, remedies
- Acceptable time frames
- All of these answers

Check the answer of this question online at QuizOver.com:

Question: [According to Joel Peterson Stanford Graduate Charles @Saylor Foundat](#)

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### 4.1.3. In a multi-party negotiation, what is the role of a "scout"?

Author: Charles Jumper

In a multi-party negotiation, what is the role of a "scout"?

Please choose only one answer:

- To acquire resources for the group
- To provide a more official link with the group's primary constituents and stakeholders
- To act as a go-between who obtains relevant material, such as statistics and reports
- To ensure the security of information

Check the answer of this question online at QuizOver.com:

Question: [In a multi-party negotiation what is the Charles Jumper @Saylor Negotiations](#)

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#### 4.1.4. Mergers and acquisitions can often result in social benefits. What ...

Author: Charles Jumper

Mergers and acquisitions can often result in social benefits. What might be considered a social benefit of an M&A?

Please choose only one answer:

- It may provide better management or technical skill on underused assets.
- It may result in economies of scale.
- It can discourage managers in behaving in ways that fail to maximize profits.
- All of these answers

Check the answer of this question online at QuizOver.com:

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#### 4.1.5. Which of the following terms describes the "underlying relationship..."

Author: Charles Jumper

Which of the following terms describes the "underlying relationship that develops and evolves whenever people bargain"?

Please choose only one answer:

- Shadow negotiation
- Integrative negotiation
- Distributive negotiation
- Win-win negotiation

Check the answer of this question online at QuizOver.com:

Question: [Which of the following terms describes Charles Jumper @Saylor Negotiations](#)

Flashcards:

<http://www.quizover.com/flashcards/which-of-the-following-terms-describes-charles-jumper-saylor-negotiati?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/which-of-the-following-terms-describes-charles-jumper-saylor-negotiati?pdf=1505>

#### 4.1.6. You are planning to purchase a house and have contracted with a rea...

Author: Charles Jumper

You are planning to purchase a house and have contracted with a real estate salesperson to assist you. What is your role in this relationship?

Please choose only one answer:

- Counterpart
- Principal
- Agent
- Independent agent

Check the answer of this question online at [QuizOver.com](http://www.quizover.com):

Question: [You are planning to purchase a house and Charles Jumper @Saylor Negotiations](#)

Flashcards:

<http://www.quizover.com/flashcards/you-are-planning-to-purchase-a-house-and-charles-jumper-saylor-negotia?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/you-are-planning-to-purchase-a-house-and-charles-jumper-saylor-negotia?pdf=1505>



## 4. Chapter: Unit 06: International and Cross Cultural Negotiation

### 1. Unit 06: International and Cross Cultural Negotiation Questions

#### 4.1.1. According to Geert Hofstede, all human groups, from the nuclear fam...

Author: Charles Jumper

According to Geert Hofstede, all human groups, from the nuclear family to society, develop cultures as they evolve. What level does Hofstede include in our "collective programming"?

Please choose only one answer:

- National level
- Occupational level
- Gender level
- All of these answers

Check the answer of this question online at QuizOver.com:

Question: [According to Geert Hofstede all human Charles Jumper @Saylor Foundat](#)

Flashcards:

<http://www.quizover.com/flashcards/according-to-geert-hofstede-all-human-charles-jumper-saylor-foundat?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/according-to-geert-hofstede-all-human-charles-jumper-saylor-foundat?pdf=1505>

#### 4.1.2. According to Negotiation Experts' "Foreign Currency Agreement," "th...

Author: Charles Jumper

According to Negotiation Experts' "Foreign Currency Agreement," "the value of any country's currency typically depends on supply and demand." What is a factor that can affect a country's currency?

Please choose only one answer:

- Rate of inflation
- Economic growth
- Political stability
- All of these answers

Check the answer of this question online at QuizOver.com:

Question: [According to Negotiation Experts' Foreign Charles Jumper @Saylor](#)

Flashcards:

<http://www.quizover.com/flashcards/according-to-negotiation-experts-foreign-charles-jumper-saylor?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/according-to-negotiation-experts-foreign-charles-jumper-saylor?pdf=1505>

#### 4.1.3. In Andrew Boughton's "Cultural Impact on Negotiation," which of the...

Author: Charles Jumper

In Andrew Boughton's "Cultural Impact on Negotiation," which of the following cultural groups used the highest percentage of commands and gave comparatively little self-disclosure?

Please choose only one answer:

- Spain
- France
- French-Speaking Canada
- Germany

Check the answer of this question online at QuizOver.com:

Question: [In Andrew Boughton's Cultural Impact on Charles Jumper @Saylor Negotiations](#)

Flashcards:

<http://www.quizover.com/flashcards/in-andrew-boughton-s-cultural-impact-on-charles-jumper-saylor-negotiat?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/in-andrew-boughton-s-cultural-impact-on-charles-jumper-saylor-negotiat?pdf=1505>

#### 4.1.4. What term was used by Trompenaars to describe how people judge the ...

Author: Charles Jumper

What term was used by Trompenaars to describe how people judge the behaviors of their colleagues?

Please choose only one answer:

- Achievement versus ascription
- Neutral versus affective
- Universalism versus particularism
- Specific versus diffuse

Check the answer of this question online at QuizOver.com:

Question: [What term was used by Trompenaars to Charles Jumper @Saylor Foundat](#)

Flashcards:

<http://www.quizover.com/flashcards/what-term-was-used-by-trompenaars-to-charles-jumper-saylor-foundat?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/what-term-was-used-by-trompenaars-to-charles-jumper-saylor-foundat?pdf=1505>

#### 4.1.5. What terminology describes negotiations as "within and among one go...

Author: Charles Jumper

What terminology describes negotiations as "within and among one government, usually between government agencies, political parties, or with constituent groups"?

Please choose only one answer:

- Inter-governmental negotiations
- Intra-governmental negotiations
- Commercial negotiations
- Internal business negotiations

Check the answer of this question online at QuizOver.com:

Question: [What terminology describes negotiations Charles Jumper @Saylor Conflict](#)

Flashcards:

<http://www.quizover.com/flashcards/what-terminology-describes-negotiations-charles-jumper-saylor-conflict?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/what-terminology-describes-negotiations-charles-jumper-saylor-conflict?pdf=1505>

#### 4.1.6. When considering factors that influence cross-cultural negotiations...

Author: Charles Jumper

When considering factors that influence cross-cultural negotiations, what term describes the acceptance of authority differences between people?

Please choose only one answer:

- Personal style
- Decision-making system
- View of time
- Power distance

Check the answer of this question online at QuizOver.com:

Question: [When considering factors that influence Charles Jumper @Saylor Negotiations](#)

Flashcards:

<http://www.quizover.com/flashcards/when-considering-factors-that-influence-charles-jumper-saylor-negotiat?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/when-considering-factors-that-influence-charles-jumper-saylor-negotiat?pdf=1505>