Read the following text and answer questions that follow based on it

Conflict is a situation between at least two **interdependent** parties characterized by perceived differences and that the parties evaluate as negative. **It** is an inevitable and all-pervasive element in our society and in the world. Although conflicts may **end up** in destruction and even death, conflicts may also result in increased effectiveness, enhanced relationships, and further goal attainment. Indeed, in human terms conflict is one of the "engines of evolution" that allows us to learn, progress, and grow. Our goal is not to attempt to **do away with** conflict but rather to skillfully manage conflict to further **its** constructive potential.

Conflict resolution is a process of managing a conflict and negotiating a solution. It is best understood as a working model with two key elements, conflict management and negotiation. Conflict Management is a communication process for changing the negative emotional states in a conflict to emotional states that allow working out a solution to the conflict. Negotiation is a communication process for enabling **disputing** parties to achieve an outcome with respect to their differences. The win/win or collaborative strategy in conflict requires a special approach to negotiation, interest-based negotiation. Interest-based negotiation is a communication process for developing an integrative agreement that meets the interests of the differing parties.

Resolving conflicts to achieve positive outcomes involves two distinct elements, conflict management and negotiation. The first element, conflict management, deals with the attitudes and strong negative emotions usually associated with a conflict situation. **It** involves **defusing** the accompanying emotional energy and achieving a mutual understanding of differences. This ement is often referred to as conflict settlement. Conflict settlement occurs when destructive ehavior has been reduced and hostile attitudes lessened. However, the causes of the conflict still remain to be resolved. Once the conflict has been reduced, the next step is to use negotiation or problem solving to arrive at an outcome that satisfies both parties. **At this point**, the conflict is resolved, that is, the structure of the situation that gave rise to the struggle in the first place is changed and modified so that the interests of all parties are **met**. Conflict management is then directed toward settlement and negotiation is directed toward achieving the more difficult outcome, resolution.

I. Choose the best answer from the given alternatives based on information from the reading text. (1 mark each)

____1) According to the passage conflict is undoubtly a hindrance in a societal development.
A) True B) False C) unknown

____2) The best possible title of the reading text is A) Concepts of Conflict
B) Conflict Resolution C) Destructiveness of Conflict D) B&C

____3) The very cause for conflict to arise is A) negative perceptions developed by concerned parties B) power abuse C) corruption D) B&C

____4) Conflict resolutions is A) commonness creation B) hostility reduction
C) conflict elimination D) settling dispute and reaching agreement

____5) Which one of the three paragraphs of the reading text focuses on defining conflict resolution? A) the 2nd paragraph B) the 3rd paragraph C) the 1st paragraph

____6) **interdependent** in paragraph 1means A) one depends on the other
B) one benefits from the other C) Both or all parties depend on one another D) A&B

____7) **end up** as used in paragraph 1means
A) finish B) lead to C) go upward D) All can be answers

____8) **do away with** as used in paragraph 1means A) completely remove
B) give up solving it C) put an end to D) A&C

____9) **disputing (adj.)** in paragraph 2 means A) fighting in war front B) disagreeing
C) opposing D) B&C

____10) **met** as used in paragraph 3 means A) linked B) attained C) received

____11) **defusing** as used in paragraph 3 means A) passing B) lessening C) intensifying

II. Answer the following by writing precisely what each pronoun refers to. (1 mark each)

12) *It paragraph 1 line 2 refers to* _____

13) *its paragraph 1 line 7 refers to* _____

14) *It paragraph 3 line 3 refers to* _____

15) *'At this point' in paragraph 3 refers to* _____

III. Change each of the following sentences to its passive form if it active or to its active form if it is passive. (1 mark each)

16) I did not beat her. _____

17) I will not forget this experience. _____

18) A tiger was chasing a goat. _____

19) The thief has been caught by the policemen. _____

20) She may challenge you. _____

IV. Use vocabulary items taken from the Module and given in the box below to fill in blank spaces that follow. (1 mark each)

Debilitating	vulnerable	self-reliance skills	sense of belongingness
kinship	dispense		

21) People with sanitary problems are _____ to Bilharzia.

22) Bilharzia is a _____ disease rather than a fatal one.

23) People who are welcomed by their group will develop _____ and will not think of any harm to the group.

24) Life skills include acquisition of _____ such as decision-making, problem solving, critical thinking, self-awareness, assertiveness training, etc.

V. A list of jumbled sentences is given below. Put the sentences in the right order using letters used to number them. (1/2 mark each)

a) In order for us to use it, we need to follow the following steps.

b) Since we are interested in withdrawing, we select withdrawal bar and enter the amount of money we need.

c) These days, ATM (Automatic Teller Machine) is commonly used to withdraw money from bank accounts.

d) We then take the money soon before it is driven back and finally take the card when it is ejected.

e) Next, we enter a 4 digit ATM pin after which we will be given list of transaction type.

f) Firstly, we insert ATM card into the machine and select preferred language from a list.

25/30

Answer Key

I. Choice

1) A 2) ~~A~~ 3) A 4) D 5) A 6) C 7) B 8) ~~A~~ 9) ~~D~~ 10) ~~B~~ 11) ~~A~~ 8

I. Referencing

12) Conflict 13) Conflict 14) Conflict manage 15) ~~Resolution~~ Conflict

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III. Grammar

16) She war not beaten ~~by~~

17) Thir experience will not be forgeten

18) A goat wer being Chased 5

19) The Police man har caught the thief

20) You may be Challanged (by) her

IV. Vocabulary from the Module

21) Vulnarable 22) Debilting 23) ~~kinship~~ 24) Sense of helplessness

3

V. Ordering jumbled sentences

The right order: c . a . f . e . b . d . 6