



WINSMART ACADEMY

MOTTO: PERSONALISED TUTORING FOR LEADERS OF TOMORROW

WHATSAPP: 08024665051, 08169595996

Winsmartacademy@gmail.com

PCR114 INTRODUCTION TO CONFLICT RESOLUTION PROCESSES II

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

Conflict

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

Conflict transformation

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

Transformation

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

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

Empathy

_____ is viewed rightly as a powerful tool for dealing with the perceptions and feelings that fuel conflict.

Empathy

Empathy creates an interactive process between parties that encourages individual catharsis thereby releasing powerful negative emotions and perceptions that give rise to _____ conflict behavior

Destructive

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_____ allows individuals to make a connection at the levels of feelings and needs thereby embracing each other's humanity.

Empathy

When our mental frame is conditioned in this manner, three things are possible

- The inevitability of the violence
- The intransigence of the parties to the dispute
- The intractability of the issues

Conflict as a phenomenon does not have one generally acceptable definition.

True

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

Conflict

Lewis Coser defines _____ 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

Conflict

The following are the causes of conflict

- Communication failure
- Value differences
- Methodological differences
- Lack of cooperation
- Differences regarding responsibility
- Non-compliance with rules
- Personality conflict
- Goal differences
- Substandard performance
- Differences regarding authority
- Competition over resources

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_____ contribute to conflict in the sense that we are different human beings.

Personality types

_____ occur because of the presence of strong negative misperceptions or stereotypes, poor communication or miscommunication, repetitive negative behaviors.

Relationship conflicts

_____ occur when people lack information necessary to make wise decisions, are misinformed, disagree on which data is relevant, interpret information differently, or have competing assessment procedures.

Data conflicts

Data conflicts occur _____

When people lack information necessary to make wise decisions, are misinformed, disagree on which data is relevant, interpret information differently, or have competing assessment procedures

_____ are caused by competition over perceived incompatible norms.

Interest conflicts

Conflicts of interest result _____

When one or more of the parties believe that in order to satisfy his or her needs, the needs and interests of an opponent must be sacrificed

_____ conflicts are caused by forces external to the people in dispute.

Structural

_____ conflicts are caused by perceived or actual incompatible belief system.

Value

_____ are beliefs that people use to give meaning to their lives.

Values

_____ refers to those misunderstandings in which we perceive that there is a conflict when there is none.

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Pseudo conflict

_____ conflict Occurs when we are emotionally interested in a decision.

Ego

Disagreements are not an indication that the relationship is in trouble.

True

_____ conflict is a difference of opinion that both parties recognize, acknowledge and accept.

Simple

_____ lies in agreeing in an agreeable manner.

Solution

_____ means trying to change another's point of view, way of thinking, feelings or ideas.

Persuading

_____ is the use of physical or emotional force, authority or pressure to oblige or constrain someone to act in a desired way.

Compelling

_____ is a process of co-labouring with others to resolve difficulties that are being experienced.

Collaborating

Collaborating is also called _____

Joint or mutual problem solving

_____ is a process where both sides try to get as much as they can, realising there must be give and take.

Negotiating

Negotiating is also called _____

Bargaining

_____ involves collaborating with lower expectations.

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Negotiating

_____ involves strengthening, encouraging or empowering one party so they can handle their difficulties.

Supporting

There are _____ dimensions to handling conflict

Two

There are two dimensions to handling conflict _____ and management.

Prevention

There are two dimensions to handling conflict: prevention and _____.

Management

There are two dimensions to handling conflict: _____.

Prevention and management

The conflict resolution process is a _____ event.

Painstaking

The guidelines for reconciling differences are:

- Take the initiative and go to the person who has wronged you
- Take witnesses
- Tell it to the organization you belong to

Conflict resolution will involve the youth leader in _____ and mediation.

Negotiation

Conflict resolution will involve the youth leader in negotiation and _____.

Mediation

_____ is often described as a security dilemma

Escalation of violence

Escalation of violence is often described as a _____, the situation that occurs when both sides attempt to pre-empt aggression by the other.

Security dilemma

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The situation that occurs when both sides attempt to pre-empt aggression by the other is referred to as_____

Security dilemma

_____ defines nine stages of conflict escalation to describe the dynamics of escalation.

Friedrich Glasl

Friedrich Glasl defines _____ stages of conflict escalation to describe the dynamics of escalation.

Nine

A _____ is something which causes a conflict to get more intense, more quickly.

Conflict escalator

A conflict _____ is something which causes a conflict to get more intense, more quickly.

Escalator

Druckman offers _____ suggestions for making research relevant to practitioners

Three

_____ engage in a wide array of roles, functions and behaviors.

Mediators

Mediators engage in a wide array of roles, _____and behaviors.

Functions

Mediators engage in a wide array of_____, functions and behaviors.

Roles

Mediators engage in a wide array of roles, functions and_____.

Behaviors

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_____ strategies include contacting the parties, transmitting messages, building trust and rapport, clarifying and supplying missing information.

Communication

_____ strategies include arranging the mediation setting and protocols, shaping the agenda, controlling timing and maintaining parties' focus, suggesting concessions, options and settlement proposals.

Formulation

_____ strategies include keeping the parties in negotiation, changing their expectations, pressing them to be flexible, filtering information, adding incentives or threatening punishment, and threatening to withdraw.

Manipulative

_____ identifies three factors that contribute to effective mediation.

Bercovitch

Bercovitch identifies _____ factors that contribute to effective mediation.

Three

_____ are subject to the compulsory jurisdiction of their country's courts.

Citizens

_____ takes the form of either arbitration by an ad hoc tribunal, or judicial settlement by an international court.

International adjudication

_____ are convened by the agreement of the parties to address a specific dispute.

Arbitral tribunals

ICJ means _____

International Court of Justice

The main advantage of arbitration as opposed to the courts is that _____

It gives parties the most control

The ICJ was established in _____ by the UN Charter.

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1945

The ICJ was established in 1945 by the_____.

UN Charter

_____ suggests six ways to encourage use of international adjudication.

Bilder

Bilder suggests _____ ways to encourage use of international adjudication.

Six

ICR means_____

Interactive Conflict Resolution

Social psychology offers _____theses about the nature of international conflicts

Four

The two types of social-psychological processes contribute to conflict escalation: _____ and perceptual.

Normative

The two types of social-psychological processes contribute to conflict escalation: normative and_____.

Perceptual

_____ processes involve social factors that encourage conflict behavior.

Normative

Normative factors affect negotiation processes.

True

_____ refer to cognitive process for interpreting conflict related information.

Perceptual processes

Who noted that the social-psychological approach cannot give a sufficient, comprehensive theory of international conflict?

Kelman

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_____ involves problem-solving discussions between unofficial representatives of groups or states engaged in violent protracted conflict

Interactive conflict resolution

_____, a Quaker conciliator, has developed a peacemaking framework that emphasizes the importance of a balance of power between conflicting parties.

Adam Curle

_____ tend to focus on building relationships and community.

Religious peacemakers

_____ is a Mennonite conciliator who focuses on transforming violent destructive conflict into constructive, peaceful relationships.

Lederach

The Evangelische Kirche church played an activist role in the East Germany's nonviolent revolution of_____.

1990

Church leaders successfully mediated a peace agreement in Sudan in_____.

1972

A scholar who matches the stages of conflict with third party intervention is_____

Donald Rothchild

Who suggests that conflicts move through a dynamic process of five phases in order of levels of conflict activity in an adversary relationship?

Donald Rothchild

According to _____ in Anger Management anger invades our natural peacefulness, an unsettling visitor.

Susan Kramer

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According to Susan Kramer in _____ anger invades our natural peacefulness, an unsettling visitor.

Anger Management

_____ is an emotional state that varies in intensity from mild irritation to intense fury and rage

Anger

Anger can be caused by both external and internal events.

True

The goal of anger management is _____

To reduce both your emotional feelings and the physiological arousal that anger causes

_____ is probably the most poorly handled emotion in our society.

Anger

_____ your angry feelings means to avoid the person for whom anger is directed, sidestepping the issue, keeping the anger inside, instead of being direct with a person.

Sandbagging

Agitated feelings are good clues to unexpressed anger.

True

_____ is the successful control of the thoughts and actions of another without his or her consent.

Mind control

_____ is often used loosely to refer to being persuaded by propaganda.

Brainwashing

_____ is a technique which helps parties systematically determine the scope of a conflict.

Conflict mapping

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Conflict _____ is a technique which helps parties systematically determine the scope of a conflict.

Mapping

_____ states that as conflict emerges, it produces considerable confusion.

Paul Wehr

Conflict does not emerge in a vacuum.

True

_____ in a conflict differ in the directness of their involvement and the importance of its outcome for them.

Parties

_____ parties are those who oppose one another, are using fighting behavior, and have a direct stake in the outcome of the conflict.

Primary

_____ parties have an indirect stake in the outcome.

Secondary

_____ parties are actors such as mediators and peacekeeping forces which might intervene to facilitate resolution.

Third

_____ are the more or less acknowledged objectives of parties in a conflict.

Goals

The _____ process leads to a spirit of cooperation, coordination and commonly understood procedures and mores.

Group

_____ are particularly good at combining talents and providing innovative solutions to possible unfamiliar problems

Groups

A _____ can be seen as a self- managing unit.

Group

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_____ is the stage when the group first comes together.

Forming

There are two main sets of skills which a group must acquire:

- Managerial Skills
- Interpersonal Skills

The two basic foci should be the _____

Group and task

_____ is the responsibility of both the speaker and the listener.

Communication

Communication is the responsibility of both the _____ and the listener.

Speaker

Communication is the responsibility of both the speaker and the _____.

Listener

Communication is the responsibility of both the speaker and the listener.

True

_____ decisions are those in which all involved are willing to support the decision.

Consensus

_____ decisions are those made by a sub-group of the team, given authority by the team to make the decision.

Minority

_____ decisions are made by a designated internal or external subject matter expert who has been given the authority to make the decision.

Expert

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

Transparency

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_____ in decision-making abilities comes from having made successful decisions in the past.

Confidence

_____ are decisions in which the team leader makes decisions without consulting the team.

Authority without discussion

_____ develops on the basis of evaluative regarding.

Attitude

_____ can be changed through persuasion.

Attitudes

Attitudes can be changed through_____.

Persuasion

Attitudes can be changed through persuasion.

True

_____ is the process of source attempting to change the attitude of a target.

Persuasion

A message can appeal to an individual's cognitive evaluation to help change an_____.

Attitude

In _____ models, a category is represented with memories of specific exemplars that is specific people or objects we have encountered.

Exemplar

_____ models represent categories with prototypes, or single centralized categories representations.

Prototype

In _____ view, categorization is achieved through the application of rules which specify properties that are individually necessary and jointly sufficient for category membership.

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Classical

_____ can be defined as a shared belief that you have on each other to achieve a common purpose.

Trust

_____ is the composite of skills and attributes through which a party is able to influence outcomes in a specific situation.

Ability

_____ is the extent to which the trustee perceives that the trustor intends to perform in ways that serve the trustor's good in a particular situation.

Benevolence

The term _____ is applied in the study to denote communities whose main mode of production is the herding of livestock on extensive bases or in combination with some form of agricultural activities.

Pastoralism

The terms _____ are used interchangeably in the study to refer to armed attacks by one group on another for the purpose of stealing livestock and not necessarily for territorial expansion

Rustling or raid

The term _____ is used to denote a dispute into which the threat of physical coercion (violence) has been introduced

Conflict

The phrase _____ refers to the termination of a conflict or dispute through the elimination of the underlying bases or causes of the conflict

Conflict resolution

_____ argues that in traditional cultures, there exist pathways in the ethnic wisdom for managing conflicts.

Augsburger (1992)

_____ viewed conflict as a communal concern.

Indigenous cultures

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Indigenous cultures viewed conflict as a _____ concern.

Communal

Kenya has a proverb stating _____

Kinship is strengthened through friendship

_____ means reconciliation among the Acholi.

Mato-Oput

The _____ are known for cattle rustling.

Karamojong

The Karamojong are known for _____.

Cattle rustling

In Western Uganda grass is referred to as _____

Orucwamba

_____ is an informal, voluntary and confidential process in which a trained professional dispute resolver (the mediator) facilitates understanding, communication and negotiation between disputing parties and assists those parties in reaching their own mutually acceptable resolution to their dispute.

Mediation

_____ is a process modeled on settlement conferences held by judges.

Evaluative mediation

_____ are concerned with the legal rights of the parties rather than needs and interests, and evaluate based on legal concepts of fairness.

Evaluative mediators

Evaluative _____ are concerned with the legal rights of the parties rather than needs and interests, and evaluate based on legal concepts of fairness.

Mediators

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_____ is a method of conflict resolution, which uses a negotiation process between two or more parties to arrive at a mutually agreed-to, legally enforceable contract.

Mediation

Mediation derives from a _____ model of conflict resolution.

Win-win

Mediation provides _____ layers of confidentiality.

Two

The _____ is to be an expert facilitator, negotiator and listener.

Mediator's job

The _____ helps the parties overcome their communication impasse and uncover solutions that meet their underlying needs and concerns.

Mediator

_____ is a process in which a neutral third party called a mediator acts to encourage and facilitate the resolution of a dispute between two or more parties.

Mediation

In _____, decision-making authority rests with the parties.

Mediation

In mediation, decision-making authority rests with the _____.

Parties

_____ involves adjustments and modifications with regard to the territories, values, goals, and/or policies of the involved parties.

Compromise

ILO means _____

International Labour Organisation

_____ is an important component in conflict resolution in societies imbued with norms and values

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Culture

_____systems are, to a large extent, products of climatic and environmental factors

Pastoral

In pre-colonial times, pastoral societies tended to use _____as a panacea to manage conflict

Migrations

Real _____ policies mean that managers are available for discussions, for hearing ideas and complaints

Open door

_____can lead to separation, hostility, civil strife, terrorism and war

Conflict

_____is a behavioural process, not a game; in a good negotiation, everybody wins something.

Negotiation

The Evolution of Conflict_____, gives an in depth account of the evolution of conflict resolution as a field of study.

Transmutation

_____conflict behaviour, on the other hand, would perpetuate itself and could result in destructive behaviour

Competitive

_____positional bargaining, yielded too much in a negotiation to the stronger party and similarly led to an undesirable outcome

Soft

_____transformation is concerned primarily with changing the attitudes and perceptions of the parties to one another

Conflict

_____enemy images are a serious obstacle to conflict management, routinization, reduction, or resolution

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Embedded

_____ model focuses on the antagonistic perceptions and feelings fuelled by frustrated needs of the conflicting parties.

Transformative-based

Traditionally, _____ were excluded from political decision making among the pastoral communities in Nigeria

Women

Relationship conflicts occur because of the presence of strong negative _____

Misperceptions

The _____ job is to move the parties off their initial positions toward settlement of disputes.

mediator's

_____ refers to those misunderstandings in which we perceive that there is a conflict when there is none

Pseudo

_____ is the use of physical or emotional force, authority or pressure to oblige or constrain someone to act in a desired way

Compelling

_____ is a process of co-labouring with others to resolve difficulties that are being experienced

Collaborating

The conflict resolution process is a _____ event

Painstaking

_____ may focus on training in conflict resolution, democracy, or living with diversity

Education

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

Attitudes

_____ grabs hold when we give up control of our mind

Frustration

_____ is "an emotional state that varies in intensity from mild irritation to intense fury and rage

Anger

_____ is the process of source attempting to change the attitude of a target group in conflicting environment

Persuasion

_____ communication influences decision making

Persuasive

Post Traumatic Stress Syndrome can lead to a wide range of _____ problems

Health

_____ is similar to the "boomerang belief," that what you throw out to others will come back to you eventually in life

Faith in fairness

_____ goals and interests incompatibility is perhaps the most basic cause of social conflict.

Perceived

_____ differences and particularly language are sources of separateness and difference in a conflicting society.

Cultural

_____ is the stage the sub-groups begin to recognize the merits of working together and the infighting subsides.

Norming

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In a trust walk, the "_____" person does not determine the route of the walk

Blinded

In a trust walk, the _____ person must give clear, precise verbal instructions and must not hold on to or grab the "blinded" person

Sighted

_____ building does not always have to be initiated from above or from the high and mighty

Peace

The term "_____" is applied in the study to denote communities whose main mode of production is the herding of livestock

Pastoralism

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

Rustling

The term "_____" is used to denote "a dispute into which the threat of physical coercion (violence) has been introduced

Conflict

According to Markakis, ethnicity is to some extent a factor in conflicts in the _____

Borderlands

_____ approaches of conflict resolution are an important component of the cultural heritage of African societies.

Traditional

Loss of _____ could lead to raids, which was one of the options of replenishing depleted herds

Cattle

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Among the_____, ties of kinship, marriage and friendship as well as cattle loans often bind neighbours

Pastoralists

_____is a traditional mechanism of conflict resolution amongst the Banyarwanda of Uganda

Agacaca

_____mediators want to ensure that parties come to agreements based on information and understanding.

Facilitative

Mediation usually proves less costly and time-consuming than litigation.
True or False

True

_____resolution by reconciliation is generally the method most appropriate in community development programs.

Procedural

_____involves adjustments and modifications with regard to the territories, values, goals, and/or policies of the involved parties

Compromise

_____ involves compromise or capitulation.

Resolution

_____mediation is a process modelled on settlement conferences held by judges by pointing out the weaknesses of their cases

Evaluative

_____ estimates that bullying at work to be four times more common than sexual harassment.

The International Labour Organisation

_____ model changes the way in which children are educated to resolve conflicts and can play a major role in more conventional arenas of conflict resolution.

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The Rosenberg

One of the following model focuses on the antagonistic perceptions and feelings fuelled by frustrated needs of the conflicting parties.

The transformative-based model

_____ is viewed rightly as a powerful tool for dealing with the perceptions and feelings that fuel conflict.

Empathy

One of the most common forms of more complex harmful behaviour has been the _____

Workplace bullying

All the following are psychological antagonisms except _____

Behaviouralism

_____ defines conflict as "a struggle over values and claims to secure status, power and resources"

Lewis Coser

_____ conflicts are caused by competition over perceived incompatible norms

Interest

All the following are kinds of conflict except _____

Analytical-Approach Conflict

_____ adapt to a variety of situations and styles in order to achieve a compromise between competing factions in a conflict

The Facilitator

_____ is trying to change another point of view, way of thinking, feelings or ideas.

Persuading

All the following are styles of managing conflict except _____

Witness

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All the following are various stages of conflict escalation except_____

Aggression

Game and decision theory views negotiation as a form of _____

Puzzle solving

_____was awarded the Nobel Peace Prize for his advocacy of nonviolent opposition to apartheid in Southern Africa

Desmond Tutu

Conflicts have different stages that include all the following except_____

Stabilisation

_____asserts that intervention is rarely successful unless it happens when the conflict is at the point of a mutually Hurting Stalemate

William Zartman

Among the followings, one has attempts to combine conflict progression with different strategies of management and prevention

Michael Lund

_____are often considered the central component of attitudes.

Evaluations

Effective control of _____plays a vital role in ADR-oriented conflict resolution process

Anger

Simple_____tools, such as deep breathing and relaxing imagery, can help calm down angry feelings.

Relaxation

_____comprises representatives of the district level team as well as relevant professionals from the community

The regional resource group

All the following are steps to emotional preparedness except_____

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Controlling

_____ is a technique which helps parties systematically determine the scope of a conflict.

Conflict mapping

_____ is the next stage, when all Hell breaks loose and the leaders are lynched.

Storming

_____ must actively seek to understand what has been said and to ask for clarification if unsure.

Listener

In any situation of conflict when taking _____ it is important to note the appropriate steps to take

Decisions

When was the National Centre for Children Exposed to Violence formed a Regional Resource Group in Connecticut?

1991

_____ gathers information about the history of the conflict and its physical and organizational settings

Mapper

_____ is letting others know your feelings, emotions and reactions, and having the confidence in them to respect you and not to take advantage of you

Trust

A _____ for honesty and fairness influences the trustees perception of the trustees integrity.

Reputation

All the following are Conditions For Trust Between Organizations except _____

Agreement

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The term "_____" is used to denote a dispute into which the threat of physical coercion (violence) has been introduced

Conflict

The phrase "_____" refers to the termination of a conflict or dispute through the elimination of the underlying causes of the conflict

conflict resolution

Burton (1990) affirms that culture is vital because it is a "_____".

Satisfier

_____ approaches of conflict resolution are an important component of the cultural heritage of African societies.

Traditional

Traditionally, raiding among pastoral societies includes all the following except _____

Cross breeding

The adoption of _____ by some pastoral societies entailed the development of serious hostilities about grazing land among the various groups

Transhumance

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

Aggressive confrontation

In pre-colonial times, pastoral societies tended to use migrations as a panacea to manage all the following except _____

Raiding

The _____ study of war focuses on attempts to explain armed conflicts as a universal feature of the human condition

Anthropological

Feuds or collective actions using force or the threat of force are not synonymous with _____

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Wars

The social structure of the _____ is largely based on generational lines and age-sets.

Pastoral group

_____ Culture emphasizes the resolving of conflicts amicably through elders, traditional leaders healing and reconciliation rituals.

African

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

Grass

_____ is a name given to people when they die in Tanzania

Mahoka

Mediation is built upon all of the following concepts except _____

Political

In the 1960's and 1970's, there was only one type of mediation being taught and practiced, which is now being called _____

Facilitative Mediation

A clearly written agreement is the goal of _____

Mediation

Trust simply means _____

Believe in others

_____ is a tool or technique by which the scope of a conflict is determined or ascertained.

Conflict Analysis

Pacifism means do not settle conflict with _____.

Violence

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People usually find it difficult having or building trust because they might have been _____ at one time or the other.

Emotionally Abuse

Who is the author of Discover Your Conflict Management Style?

Speed Leas

Who outlines a socialpsychological view of the nature of international conflict?

Herbert C. Kelman

In what year was Manila Peace Agreement?

1966

Who held ICR workshops to address the conflict between Argentina and the UK?

Edward Azar

Who is the author of Religion and Peace Building?

Cynthia Samson

Where is Adam Curle a conciliator?

Quaker

How can mutual expectation of conflict parties when targeting power be prevented?

Greater coercion

Which is the closest effective technique for dealing with conflicts in the twenty-first century?

Mediation

Which of this group belongs to transnational mediators?

Red Cross

_____ is a Quaker conciliator

Adam Curle

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What role did the Conciliation Commission of religious figures play in conflict resolution process?

Return of Indian refugees to Nicaragua

A situation whereby the destruction, dissolution and confrontation ensued and hostile system is pursued intensively as a goal is called_____

Dissipation

Attitude consists of _____ components

4

_____ attempts to combine conflict progression with different strategies management and prevention?

Michael Lund

Who is the author of Ripe Moment Theory?

William Zartman

Who is the author of Anger Management?

Susan Kramer

In what year did the National Center for Children Exposed to Violence form a Regional Resource Group?

1991

What is the full meaning of PTSD?

Post Traumatic Stress Syndrome

_____ conflict is a typical example of values related or based conflict

Religious

The major disadvantage of litigation is that parties do not have _____ over it

Control

The first myth about conflict says that conflict can never lead to anything _____.

Positive

Escalation of violence is often described as a _____.

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Security Dilemma

_____ and _____ are the two types of sociopsychological processes that contribute to conflict escalation

Normative and Perceptual

_____ was awarded the Nobel Peace Prize for his advocacy of nonviolent opposition to apartheid

Catholic Archbishop Desmond Tutu

An emotional state that varies in intensity from mild irritation to intense fury and rage is referred to as _____

Anger

The conflict resolution model that addresses deep emotions and Thought is called _____

Conflict transmutations

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