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PCR115 INTRODUCTION TO CONFLICT RESOLUTION PROCESSES 1

When human beings come together there is bound to be_____.
Conflict

When ____ come together there is bound to be conflict.
Human beings

The differences in _____ could sometimes degenerate into aggression and violence.
opinion

The differences in opinion could sometimes degenerate into _____and violence.
aggression

The differences in opinion could sometimes degenerate into aggression and_____.
violence

When human beings come together there is bound to be conflict because_____
Human beings have different background, interests and worldviews

_____ is defined as an open clash between two opposing groups or individuals
Conflict

In_____, many of the conflicts bedeviling the polity have been communal and ethnic based.
Nigeria

In Nigeria, many of the _____ bedeviling the polity have been communal and ethnic based.
Conflicts

In Nigeria, many of the conflicts bedeviling the polity have been _____ and ethnic based.
Communal

In Nigeria, many of the conflicts bedeviling the polity have been communal and _____based.
Ethnic

_____ requires a more analytical, problem-solving approach than dispute settlement.

True conflict resolution

True conflict resolution requires a more_____, problem-solving approach than dispute settlement.
Analytical

_____ requires identifying the causal factors behind the conflict and finding ways to deal with them.
Resolution

_____ is simply aimed at ending a dispute as quickly and amicably as possible.
Settlement

_____ occurs when a dispute is settled but the underlying causes of the conflict are not addressed.
Conflict resolution

The two most basic orientations when people enter into negotiations are _____or "competitive".
Cooperative

The two most basic orientations when people enter into negotiations are "cooperative" or _____
Competitive

A _____ leads parties to seek win-win solutions in which both sides to the conflict feel they have won and as such any resolutions to the conflict are likely to be accepted voluntarily.
Cooperative approach

_____ that work cooperatively to negotiate a solution are more likely to develop a relationship of trust and come up with mutually beneficial options for settlement.
Disputants

The _____ approach is considered as a constructive resolution process.
Mutual gains

_____ approaches tend to result in win-lose outcomes in which only one side perceives the outcome as positive.
Competitive

A _____ approach to conflict tends to increase animosity and distrust between parties and is generally considered destructive.

Competitive

A competitive approach to conflict tends to increase animosity and distrust between parties and is generally considered_____.
Destructive

The _____ is considered as a constructive resolution process.
Mutual gains approach

Competitive approaches tend to result in _____ outcomes in which only one side perceives the outcome as positive.
win-lose

Competitive approaches tend to result in win-lose outcomes in which only one side perceives the outcome as positive. Such outcomes are less likely to be accepted voluntarily especially by the_____.
Loser

A competitive approach to conflict tends to increase _____and distrust between parties and is generally considered destructive.
Animosity

A competitive approach to conflict tends to increase animosity and _____ between parties and is generally considered destructive.
Distrust

A competitive approach to conflict tends to increase animosity and distrust between _____ and is generally considered destructive.
Parties

Conflict transformation is different from conflict resolution or conflict management because_____
It reflects a better understanding of the nature of conflict itself

_____ implies that conflict is bad and is therefore something that should be ended.
Conflict resolution

_____ assumes that conflict is a short term phenomenon that can be resolved permanently through mediation or other intervention processes.
Conflict resolution

Conflict resolution assumes that conflict is a _____ phenomenon that can be resolved permanently through mediation or other intervention processes.

Short term

Conflict resolution assumes that conflict is a short term phenomenon that can be _____permanently through mediation or other intervention processes.
Resolved

_____ correctly assumes that conflicts are long-term processes that often cannot be quickly resolved.
Conflict management

Conflict management correctly assumes that conflicts are _____ processes that often cannot be quickly resolved.
Long-term

The problem with the notion of Conflict management is that_____
It suggests that people can be directed or controlled as if they were physical objects

_____ suggests that the goal is the reduction or control of volatility rather than dealing with the real source of the problem.
Conflict management

_____ does not suggest that we simply eliminate or control conflict but rather that we recognize and work with its "dialectic nature."
Conflict transformation

Conflict transformation does not suggest that we simply eliminate or control conflict but rather that we recognize and work with its _____
Dialectic nature

_____ argues that social conflict is a natural occurrence between humans who are involved in relationships.
Conflict transformation

Once _____ occurs it changes or transforms those events, people and relationships that created the initial conflict.
Conflict

_____ is a term that describes the natural process of conflict.
Conflict transformation

_____ change relationships in predictable ways, altering communication patterns and patterns of social organization, altering images of the self and of the other.
Conflicts

_____ is a prescriptive concept
Conflict transformation

Conflict transformation is a _____concept
Prescriptive

Conflict transformation is a prescriptive concept.
True

_____ suggests that the destructive consequences of a conflict can be modified or transformed so that self-images, relationships, and social structures improve as a result of conflict instead of being harmed by it.
Conflict transformation

_____ involves transforming perceptions of issues, actions, and other people or groups.
Conflict transformation

From the perspective of conflict transformation, _____ has been successful if each group gains a relatively accurate understanding of the other.
Intervention

_____ is a process whereby the parties to a dispute agree to utilize the services of a conciliator who then meets with the parties separately in an attempt to resolve their differences.
Conciliation

Conciliation differs from arbitration in that _____
The conciliation process in and of itself has no legal standing and the conciliator usually has no authority to seek evidence or call witnesses usually writes no decision and makes no award

Conciliation differs from mediation in that_____
The main goal is to conciliate, most of the time by seeking concessions

If the conciliator is successful in negotiating an understanding between the parties, the understanding is almost always committed to writing and signed by the parties, at which time it becomes a legally binding contract and falls under_____.
Contract law

If the _____ is successful in negotiating an understanding between the parties, the understanding is almost always committed to and signed by the parties, at which time it becomes a legally binding contract and falls under contract law.

Conciliator

Most successful _____ are highly skilled negotiators.
Conciliators

Most successful conciliators are highly skilled_____ .
Negotiators

Most successful conciliators are highly skilled negotiators.
True

_____ is a process in which a neutral third party, the mediator, assists two or more parties in order to help them negotiate an agreement on a matter of common interest.
Mediation

The_____ assists two or more parties in order to help them negotiate an agreement on a matter of common interest.
Mediator

The main fields of application of mediation are_____, legal dispute and diplomacy
Business commerce

The main fields of application of mediation are business commerce, _____and diplomacy
Legal dispute

The main fields of application of mediation are business commerce, legal dispute and _____
Diplomacy

The _____ in marriages is technically admitted in the category even if it follows its own history since the times of ancient Greeks.
Mediation

The mediation in _____ is technically admitted in the category even if it follows its own history since the times of ancient Greeks.
Marriages

The mediation in marriages is technically admitted in the category even if it follows its own history since the times of ancient_____.
Greeks

_____ is a form of legal alternative to litigation whereby the parties to a dispute agree to submit their respective positions (through agreement or hearing) to a neutral third party (the arbitrator(s) or arbiter(s)) for resolution.
Arbitration

Arbitration is a legally binding contract
True

All arbitral decisions are considered to be _____ and_____
Final and binding

_____ exists under national and international law
Arbitration

Arbitration exists under _____ and international law
National

Arbitration exists under national and _____
International law

The Permanent Court of Arbitration and the International Center for the Settlement of Investment Disputes (ICSID) are the _____
Predominant organizations

ICSID means_____
International Center for the Settlement of Investment Disputes

_____ is used as part of the dispute settlement process under the WTO Dispute Settlement Understanding.
Arbitration

_____ is a lawsuit or a civil action brought before a court in which the party commencing the action, the plaintiff, seeks a legal remedy, usually for an offence.
Litigation

_____ is a flexible and highly varied process that includes any situation in which a person gets involved in a conflict between two or more other people to help them resolve it but has no power to make anyone do anything in particular.
Mediation

The _____is primarily a process person helping the parties define the agenda, identify and reframe the issues, communicate more effectively, find areas of common ground, negotiate fairly, and hopefully reach an agreement.

Mediator

Today there are _____ sovereign and legally equal states
198

When a state mediates a conflict_____
It does so because it feels the conflict is a genuine threat to international peace and regional stability

There are _____ basic sources of mediator trust
Three

A mediator's personal reputation can help to_____.
Build trust

If a mediating organization has a good reputation a _____representing that organization can expect a certain level of trust from the disputing parties even before interacting with them.
Mediator

_____ describes mediator behavior at the low end of the intervention spectrum.
Communication-facilitation strategies

Norway's intervention in bringing about the Oslo Accords in 1993 (in which in fact) is a good example of what we mean by _____.
Communication-facilitation strategies

_____ enables a mediator to bring both parties together, in some neutral environment, where they (i.e., the mediator) exert some control over the conflict management process.
Procedural strategies

_____ give a mediator the opportunity to control aspects of interaction.
Procedural strategies

_____ help to minimize stress and disruption that arise when two or more conflictual parties who have little history of peacemaking get together to deal with their conflict.
Procedural strategies

The most powerful form of intervention is _____
Directive strategies

_____ is when a mediator works hard to shape the content and nature of a final outcome.

Directive strategies

Directive strategies are crucial in any conflict.
True

_____ take the form of promises of rewards or threats of withdrawals if certain agreements are not made or actions are not taken.
Directive strategies

The choice of strategy the mediator decides to use may depend on the _____ or stage of the conflict.
Nature

The choice of strategy the mediator decides to use may depend on the nature or _____of the conflict.
Stage

_____is an effective and useful way of dealing with conflict
Mediation

Mediation is an effective and useful way of dealing with _____
Conflict

_____ can engage in a conflict only after a thorough and complete analysis of the conflict, issues at stake, context and dynamics and parties' grievances
Mediators

_____ are complex and multi-layered.
Conflicts

Conflicts are complex and multi-layered.
True

Mediation must take place at an optimal or ripe moment.
True

Mediation must take place at an _____or ripe moment.
Optimal

Mediation must take place at an optimal or _____moment.
Ripe

A _____ describes a phase in the life cycle of the conflict where the parties feel exhausted and hurt or where they may not wish to countenance any further losses and are prepared to commit to a settlement or at least believe one to be possible.
Ripe moment

A conflict between parties with _____ leaders and constituents can prove very difficult to deal with.
Competing

A conflict between parties with competing _____and constituents can prove very difficult to deal with.
Leaders

Mediation in conflicts is more likely to be effective if there are no sections in each _____committed to the continuation of violence.
Community

Mediation in conflicts is more likely to be effective if there are no sections in each community committed to the continuation of_____.
Violence

_____ is a discussion between two or more disputants who are trying to work out a solution to their problem.
Negotiation

Negotiations typically take place because _____
The parties wish to create something new that neither could do on his or her own or to resolve a problem or dispute between them

_____ normally result in cooperative approaches to negotiation, because any participant can attain his goal if and only if the others with whom he is linked can attain their goals.
Positively interdependent goals

Positively interdependent goals normally result in cooperative approaches to negotiation because_____
Any participant can attain his goal if and only if the others with whom he is linked can attain their goals.
_____ means that the chance of one side attaining its goal is decreased by the other's success.
Negative interdependence

Negatively interdependent goals force competitive situations because_____
The only way for one side to achieve its goals and "win" is for the other side to "lose.

In the process of negotiation the tension that exists between cooperation and competition in negotiation is known as the_____
Negotiator's Dilemma

Integrative bargaining is also called "interest-based bargaining or win-win bargaining"

_____ is a negotiation strategy in which parties collaborate to find a "win-win" solution to their dispute.
Integrative bargaining

_____ refers to the potential for the parties' interests to be in ways that create joint value or “enlarge the pie”
Integrative

_____ is based on fixed, opposing viewpoints (positions) and tends to result in compromise or no agreement at all.
Positional bargaining

The first step in integrative bargaining is_____
Identifying each side's interests

_____ are the conceptions that parties have of the situation and its risks.
Frames

_____ for negotiation involves the development of supporting arguments.
Planning

Planning for negotiation involves the development of supporting _____.
Arguments

_____ involves assessing the other party's priorities and interests and trying to get a better idea of what that party is likely to want.
Planning

Negotiators should gather background information about the other party's_____, resources, and interests.
current needs
Negotiators should gather background information about the other party's current needs, _____, and interests.
Resources

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Negotiators should gather background information about the other party's current needs, resources, and_____.

Interests

_____ is a term generally used to refer to informal dispute resolution processes in which the parties meet with a professional third party who helps them resolve their dispute in a way that is less formal and often more consensual than is done in the courts.

Alternative dispute resolution (ADR)

The most common forms of Alternative dispute resolution (ADR) are _____and arbitration

Mediation

The most common forms of Alternative dispute resolution (ADR) are mediation and _____

Arbitration

ADR means_____

Alternative dispute resolution

_____is used to settle a variety of disputes in American institutions including the family, churches, schools, the workplace, government agencies, and the courts.

Alternative dispute resolution

_____ and negotiation are common ways to resolve difficult international business disputes

Arbitration

Arbitration and _____ are common ways to resolve difficult international business disputes

Negotiation

_____ are now commonly used to settle labour management disputes that often used to seem like intractable situations

Mediation and arbitration

_____ has been used to resolve difficult international and ethnic conflicts with varying degrees of success

International mediation

_____ has become a popular process for dealing with public-policy disputes, especially intractable environmental disputes.

Consensus building

_____ is a strategy of settling conflicts in an informal manner.
Alternate Dispute Resolution

Alternate Dispute Resolution is a strategy of settling conflicts in an _____ manner.
Informal

Inflammatory language is one of the most common causes of conflict escalation.
True

Avoiding the _____of arguments requires awareness and self-control.
Escalation

Avoiding the escalation of arguments requires _____and self-control.
Awareness

Avoiding the escalation of arguments requires awareness and_____.
Self-control

_____ is the hero of good communication.
Listening

Listening is the _____of good communication.
Hero

Listening is the hero of good_____.
Communication

Communication requires at least _____ parties
Two

The _____is heavily influenced by expression, intonation, or body language.
Spoken word

The spoken word is heavily influenced by_____, intonation, or body language.
Expression

The spoken word is heavily influenced by expression, _____, or body language.
Intonation

The spoken word is heavily influenced by expression, intonation, or_____.
Body language

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The _____word is heavily influenced by expression, intonation, or body language.
Spoken

Listening is the hero of communication
True

_____ is very essential during periods of conflict management and resolution.
Communication

Communication is very essential during periods of_____ and_____.
Conflict management and resolution

_____ is a law for the intercourse of states with one another not a law for individuals
International Law

Ellery C. Stowell in his writing in 1931 defined _____ as embodying certain rules relating to human relations throughout the world, which are generally observed by mankind and enforced primacy through the agency of the government of the independent community into which humanity is divided.
International Law

In 1948 Philip C. Jessup wrote that International Law is "generally defined as law applicable to relations between states" but he declared that "there has welled up through the years a growing opposition to this traditional concept".

International law is common to all states
True

The law of maritime commerce is called_____
Admiralty Law

_____ consists of the body of rules growing out of the regulations adopted by international administrative agencies
Administrative Law

There are _____sources of international law
Three

There are three sources of international law:_____, custom and general principles of law.
Treaties

There are three sources of international law, treaties, _____and general principles of law.
Custom

There are three sources of international law, treaties, custom and_____.
General principles of law

There are _____basic standards of international law
Ten

_____ is the basis for any operational intelligence system designed to support military operations and the resolution of conflicts.
Early warning

_____ has written extensively on early warning, response and prevention of violent conflict and has argued cogently for more emphasis on and investment in efforts to understand the impacts of preventive/response measures.
Michael Lund

There are _____elements of the early warning process.
Five

The second element of early warning entails sharing the gathered information.

The third element of early warning as a process entails the analysis and interpretation of the information gathered

The third element of early warning as a process entails the analysis and interpretation of the information gathered

The final step entails the ability to receive the signal, attend to it when it is received, determine the appropriate response and then respond.

The focus of the workshop could be divided into _____ main knowledge and skill development areas.
Four

According to the United Nations (UN) document An Agenda for Peace, _____ consists of a wide range of activities associated with capacity building, reconciliation, and societal transformation.
Peace building

_____ is a long-term process that occurs after violent conflict has slowed down or come to a halt.
Peace building

_____is a third-party intervention (often, but not always done by military forces) to assist parties in transitioning from violent conflict to peace by separating the fighting parties and keeping them apart.
Peacekeeping

_____ measures aim to prevent conflict from reemerging.
Peace building

_____ seeks to establish legitimate and stable political institutions and civil liberties that allow for meaningful competition for political power and broad participation in the selection of leaders and policies.
Democratization

A second integral part of _____ is reducing the effects of war related hostility through the repair and transformation of damaged relationships.
Building peace

The mediator as a process person is like_____
Facilitator

A phase in the life cycle of conflict where parties may not wish to countenance any further losses and are prepared to commit to a settlement is described as_____
Ripe moment

Mutual adjustment is one of the key causes of the changes that occur during_____
Negotiation

How many are the basic sources of trust mediator?
Three or 3

Ending a dispute as quickly and amicably as possible is_____
Dispute Settlement

Who has written extensively on early warning response and prevention of violent conflict and has argued cogently for more emphasis on and investment in efforts to understand the impacts of preventive/response measures?
Michael Lund

The full meaning of IHL is_____

Peace building activities geared towards addressing basic causes of conflict is_____
The structural dimension of peacebuilding

In any human organisation conflicts are _____
Inevitable

A competitive approach to conflict resolution between parties is generally considered _____
Destructive

Cooperative and competitive approaches are processes of_____
Conflict Resolution

Conflict management correctly assumes that conflicts resolution processes are_____
Long term

Social conflict is a natural occurrence between humans who are involved in_____
relationships

Adversarial strategies that could be used for conflict resolution includes_____
litigation

The most powerful form of intervention strategies are _____ and directive
Facilitation

The most powerful form of intervention strategies are facilitation and _____
Directive

Pacifism means_____
don't settle conflicts with violence

Find some middle ground and "work out an agreement to a conflict is_____
compromise

The funds for developing series of pilot courses dealing with Early Warning and Preventive Measures were provided by British and _____ governments
Italian

In reality, people are _____ creature and that is why they react to situations differently
Emotional

_____ are the conceptions that parties have of the situation and its risks
Frame

Dispute _____ does not address the underlying causes of conflict like conflict transformation
Settlement

Women, War, and Peace" is a report by Elizabeth Rehn and John Sir _____
Leaf

The code name (in abbreviation)for United Nations Peace keeping in Angola from 1995–1998 is called _____
UNITA

Offering each party in conflict incentives, promises of support, or threats of diplomatic sanction is a _____ strategies of mediation
Directive

Philip C. _____ in 1948 defined International Law as "Law applicable to relations between states
Jessup

The Community Court system for transitional justice in Rwanda is called _____
Gacaca

The optional protocol to the communication on the Right of the child of 2000 is derived from _____ convention of 1949
Geneva

Future _____ is a situation whereby parties form a vision of the shared future they are trying to build during negotiation
Imaging

What parties in negotiation are ready to give up or concede is technically called _____
Trade-off

A discussion between two or more disputants who are trying to work out a solution to their problem or issue at stake is known as _____
Negotiation

Win–lose outcomes in conflict resolution is associated with _____ approach

Competitive

_____ is a form of legal alternative to litigation whereby the parties to a dispute agree to submit their respective position (through agreement or hearing) to a third party for
Arbitration

International law is derived from custom, general principles of law and _____
Treaties

_____ is the court where inter states disputes or conflicts between states or countries are resolved
International Court of Justice A

_____ is a wide range of activities associated with capacity building, reconciliation and societal transformation
Peace building

Sustainable peace is characterized by the absence of physical and _____ violence
Structural

The United Nations (UN) document "An Agenda for Peace" was written by _____
Boutrous Boutrous Ghali

Rape, child abuse, genocide and torture are examples of _____ committed during times of armed conflict or war
Crimes

Posture, Gesture and Facial expression are examples of _____. types of communication
Non-verbal

A conflict resolution in which there is no winner nor vanquished is referred to as a _____ solution
Win-win

Alternative Dispute Resolution process was first adopted in the _____
United State of America

Inflammatory language usually tends to _____ conflict rather than deescalate it
Escalate

_____ is the body of customary and conventional rules which are considered legally binding by civilized states in their intercourse with each other or one another

International Law

International Humanitarian Law lays down the minimum protection and standards applicable to situations where people are most _____ in armed conflict
Vulnerable

Conflict usually transforms perception by accentuating the differences between people and _____
Positions

Arbitration is a form of legal alternative to _____
Litigation

Integrative bargaining is also referred to as _____ bargaining
Interest-based

International Court of Justice is situated in _____ in Netherlands
Hague

Michael _____ outlined that "prior appraisal, implementation, monitoring, conflict diagnosis, rescues identification and evaluation" are essential elements in complete conflict prevention planning and decision cycle
Lund

The law that deals with maritime commerce is known as _____ law
Admiralty

The two most basic orientations required when parties in conflict enter into negotiation process to resolve their differences are _____and cooperative
Competitive

The two most basic orientations required when parties in conflict enter into negotiation process to resolve their differences are competitive and_____
Cooperative

_____ strategy is situations whereby mediator brings parties in conflict together in a neutral environment in order to be able to exert some control over the conflict management process
Procedural

_____ strategy allows mediator to break through a circle of violence by changing the factors that influence the parties' decision making
Directive

"One aspect or form of behaviour will suffice to turn a conflict"_____
False

"Carrying out an empathetic analysis of conflict will help you to understand your adversary's interest _____
True

Monitoring and evaluation is also a form of _____ evaluation
Retrospective

The fourth element of the early warning process is the _____ phase
Sending

The resources required for mediating conflicts are resources, persistence, experience and _____
Commitment

Good _____ demands that both parties take turns in speaking and listening.
Communication

Mediation is likely to be more successful when parties appear most amenable to_____
Change

There are _____ basic standards of international law
Ten

"Learning to be a good helper as a way of helping yourself? is synonymous with _____therapy
Helper

The Oslo Accords was achieved in the year _____
1993

Conflict resolution requires identifying the _____ factors behind the conflict, and finding ways to deal with them.
Causal

The underlying causes of conflict are embedded in the institutional structure of _____
Society

Disputants that work cooperatively to negotiate a solution are more likely to develop a relationship of _____
Trust

The Early Warming Systems (EWS) entail_____
All of the options

A competitive approach to conflict resolution between parties is generally considered _____
Destructive

Failure to make sacrifices results in the _____ of conflict once the initial efforts at resolution fails
Intensification

_____ lays down the minimum protection and standards applicable to situations where people are most vulnerable in armed conflict
International Humanitarian law

With what means do you understand the other party's objectives?
Negotiation

The Oslo Accords in 1993 was achieved through _____ strategy
Communication-facilitation strategies

When is mediation likely to be successful?
When parties appear most amenable to change

International Court of Justice is situated in _____.
Hague

_____ simply aimed at ending a dispute as quickly and amicably as possible without considering the root cause of conflict.
Dispute Settlement

Competitive conflict styles are synonymous with?
Zero-sum game

Cooperative and competitive approaches are processes of_____
Conflict Resolution

A conflict is said to be _____when parties wish to countenance any further losses and are prepared to enter into a settlement

Ripe for resolution

Conflict management correctly assumes that conflicts are _____processes that often cannot be quickly resolved.
Long term

Social conflict is a natural occurrence between humans who are involved in _____
Relationships

Which of these factors may not pose a serious constraint on any mediation effort?
Resources and persistence

International Humanitarian Law lays down the minimum protection and standards applicable to situations where people are most _____ in armed conflict.
Vulnerable

Which model of conflict handling suggests that the destructive consequences of a conflict can be modified or transformed so that self-images, relationships, and social structures improve as a result of conflict instead of being harmed by it.
Conflict transformation

In conflict resolution listening is the hero of_____
Good communication

The difference between conciliation and arbitration is _____
That conciliation has no legal standing but arbitration is based on legality

Win-lose outcome of dispute resolution means
Only one side gets what it desires

Strategies that could be used for conflict resolution include conciliation, mediation, arbitration and _____
Litigation

In the simplest terms, negotiation means_____
A discussion between two or more disputants who are trying to work out a solution to their problem

Effective peace-building also requires _____ partnerships in addressing conflict and greater coordination among the various actors
Public – Private

The conciliator usually has no authority to seek evidence or call _____

Witness

_____ is the body of customary and conventional rules or moral code of states which are considered legally binding by civilized states in their intercourse with each other
International Law

What is the full meaning of WTO?
World Trade Organisation

Facilitation and _____ strategies are the most powerful form of intervention
Relational

The first phase of the early warning process is _____
Gathering of information

Women have successfully formed their own political party and raised the profile of women in politics in _____
Northern Ireland

Find some middle ground and "work out an agreement to a conflict is_____
Compromise

The _____element of early warning as a process entails the analysis and interpretation of the information gathered
Third

Conflicts are _____
Genuine

In which country did the government and the UNITA rebels provided 13 separate amnesties for each other
Angola

When conflict parties are tired of hostilities and seek solution to a conflict, it is said to be_____
De-escalating

The third party is also a skill of resolving conflict it is focused on the manner in which small groups resolve conflicts, problem-solving discussion between unofficial representative of parties' communities, state or groups engaged in protracted social conflict
Consultation

_____ is a process in which a neutral third party assists two or more parties in order to help them negotiate an agreement on a matter of common interest
Mediation

Towards the end of the 20th Century there was genocide in Rwanda and _____ in these
African civil wars
Burundi

To achieve complete resolution of a conflict, it requires making significant changes that restructure the following institutional structures of the society except_____
Ecological changes

Choose the one that does not belong to the three main strategies or techniques being used by mediators to intervene in a conflict situation_____
Directive strategies

Which meditative strategy adopts threats of withdrawals?
Directive strategies

Through the instrumentalities of the_____, at least, the voices of women can now be heard of what they went through (for those who can tell the story), and how they will like to be compensated (not that compensation will heal the wounds) during wars
International Human Rights Tribunals

The four Geneva Conventions of _____ and their additional protocols of 1977 contain many children
1979

_____ are third-person interveners who get involved in conflict resolution endeavour
Mediators

Conflict resolution requires identifying the _____ factors behind the conflict, and finding ways to deal with them.
Causal

The underlying causes of conflict are embedded in the institutional structure of _____
Society

Conflict usually transforms perception by accentuating the differences between _____ and position.
Interest

_____ is a form of legal alternative to litigation.
Arbitration

The two most basic orientations when people enter into negotiations are _____ and competitive
Cooperative

Communication – facilitation, procedural and directive strategies are three main strategies of _____.
Arbitration

Disputants that work cooperatively to negotiate a solution are more likely to develop a relationship of _____
Trust

Good _____ demands that both parties take turns in speaking and listening.
Communication

Competitive approaches to negotiation tend to result in _____ outcomes
Win-loose

Conflict _____ as opposed to other forms of conflict handling reflects a better understanding of the nature of conflict itself
transformation

Mediation is likely to be more successful when parties appear most amenable to_____
Change

_____bargaining is also known as Unity-based bargaining
Integrative

_____ is a process whereby the parties to a dispute agree to utilize the services of a conciliator
Conciliation

In conflict resolution listening is the hero of good_____
Communication

_____ Lund outlines the five essential elements to be found in a complete conflict prevention planning and decision cycle.
Michael

Information tools are the basic building blocks of _____
Early warning

The _____dimension of peace-building activity is one of the activities geared towards examining the root causes of conflict
Group

Renewing the United Nations: A Programme for Reform" was conceived in the year _____
1997

Alternative dispute resolution (ADR) is a term generally used to refer to _____ dispute resolution processes
Informal

_____is informal dispute resolution processes in which parties meet with a professional third party who helps them resolve their dispute in a way that is less formal and often more consensual than is done in the courts
Arbitration

Arbitration and _____ are now being used to settle employee/employer industrial dispute that often seem intractable
Mediation

ADR processes are based on an integrative approach and are morecooperative and less _____ than adversarial court-based methods like litigation.
Competitive

The _____ element of Early Warning System entails sharing the gathered information
Second

The spoken word is heavily influenced by expression, intonation, or _____ language.
Body

The challenge with all nonverbal behavior is to interpret it _____.
Accurately

Ellery C. Stowell in his writing in the year _____ defined “International Law” as embodying certain rules relating to human relations throughout the world, which are generally observed by mankind and enforced primacy through the agency of the government of the independent community into which humanity is divided
1931

Alternative Dispute Resolution Processes was first adopted as a means of dispute resolution in _____

The United States of America

_____ Law is the law of maritime commerce.

Admiralty

International Center for the Settlement of Investment Disputes is the most important organ under the_____

World Trade Organization dispute settlement

Conflict _____ is a conflict handling style that compels the disputing parties to be directed or controlled.

management

Three sources of international law are treaties, _____ and general principles of law.

Custom

Humanitarian Principles entail alleviating the suffering of human being, neutrality and _____

Impartiality

Generally, from the perspective of Standard International Law, the rape of women is considered an act of _____

Torture

Multilateral Preventive Actions is being coordinated by the _____ to implement the Early Warning Early Response Mechanism across the globe

United Nations

Interest-based bargaining is also called_____

Integrative bargaining

The experience has been that whereas women and _____ suffer most during wars

Children

Throughout history, men have designed Constitutions and women have been _____

Invincible

Communication requires at least _____ parties

Two

"Women, War, and Peace," an independent experts' assessment" was written by Elisabeth Rehn and Ellen John Sir _____
Leaf

From 1995 to _____, Angola was the site of the world's largest UN peacekeeping operation
1998

_____ is one of the key causes of the changes that occur during negotiation.
Mutual adjustment

_____ build/s trust with the parties by ensuring that the parties understand the mediation process
Mediators

Everyone is entitled to _____ protection of the law, without discrimination on any grounds and especially against violence or threat
Equal

Under President _____ of the United States, women's issues were given a place at the top of the agenda in the efforts in Afghanistan as the full participation of women at the political conference in Bonn.
Bush

With _____ leaders, mediation in conflicts is more likely to be unsuccessful.
Competing

Amnesty means forgiveness for atrocities o_____ committed
Crimes

The Oslo Accords was achieved in year _____
1993

Prior appraisal and monitoring and evaluation (PCIAs) are intended to provide the_____
Effectiveness

Monitoring and evaluation is also a form of _____evaluation
Retrospective

_____ has written extensively on early warning, response and prevention of violent conflict and has argued cogently for more emphasis on and investment in efforts to understand the impacts of preventive/response measures.
Michael Lund

There are _____ elements of the early warning process.
Five

_____ is simply aimed at ending a dispute as quickly and amicably as possible.
Settlement

_____ is a process whereby the parties to a dispute agree to utilize the services of a conciliator
Conciliation

Conflict _____ resolution" implies that conflict is bad, and is therefore something that should be ended.
Resolution

_____ approaches tend to result in win-lose outcomes in which only one side perceives the outcome as positive
Competitive

_____ exercise political skill and use persuasion to get people to soften hard-line positions
Mediators

_____ is a lawsuit or a civil action brought before a court seeking for a legal remedy, usually for an offence
Litigation

True conflict resolution requires a more analytical, problem-solving approach than _____
Dispute settlement

_____requires at least two parties, one to speak and one to listen
Communication

_____strategies give a mediator the opportunity to control aspects of interaction.
Procedural

_____is a discussion between two or more disputants who are trying to work out a solution to their problem
Negotiation

_____is a negotiation strategy in which parties collaborate to find a "win-win" solution to their dispute.
Integrative bargaining

_____ language is one of the most causes of conflict escalation.

Inflammatory

Communication requires at least two parties, one to _____and one to listen
Speak

In every given conflict, a successful _____requires a coordinated approach
Mediation

_____ and other gender-based forms of violence continue to be among the highest committed war crimes during times of armed conflict
Rape

Peace building is a _____ term process that occurs after violent conflict has slowed down or come to a halt.
Long

The _____dimension of peace building focuses on the social conditions that foster violent conflict.
Structural

When did the UN Security Council adopt an 'aide memoire' pertaining to protection of civilians?
2002

The UN Special Representative of the Secretary General was sensitive more to _____ issues
Gender

_____often face severe obstacles and critical neglect to their needs in the rehabilitation and reconstruction process
Women

From 1995 to 1998, _____ was the site of the world's largest UN peacekeeping operation
Angola

Mediators exercise political skill and use _____to get people to soften hard-line positions.
Persuasion

There are _____sovereign and legally equal states, but with different capabilities, regime-structures, and interests, which interact on the international arena.
198

A mediator's personal reputation can help to build _____

Trust

Procedural _____give a mediator the opportunity to control aspects of interaction in conflict situation

Strategies

_____ strategies allow a mediator to break through a cycle of violence by changing the factors influencing the parties' decision making

Directive

Mediation is an effective and useful way of dealing with _____

Conflicts

_____conflicts require commitment, resources, persistence, and experience.

Mediating

_____is a discussion between two or more disputants who are trying to work out a solution to their problem

Negotiation

Mutual _____ is one of the key causes of the changes that occur during a negotiation.

Adjustment

_____ is one of the key causes of the changes that occur during a negotiation.

Mutual Adjustment

_____ Adjustment is one of the key causes of the changes that occur during a negotiation.

Mutual

Integrative bargaining is also called "_____ based bargaining

Interest

_____involves assessing the other party's priorities and interests and trying to get a better idea of what that party is likely to want.

Planning

Alternative dispute resolution (ADR) is a term generally used to refer to_____ dispute resolution processes

Informal

_____building has become a popular process for dealing with public-policy disputes, especially intractable environmental disputes.

Consensus

Mediation and _____are now commonly used to settle labour-management disputes that often used to seem like intractable situations
Arbitration

Potential for integration only exists when there are _____issues involved in the negotiation.
Multiple

Most ADR processes are based on an _____approach
Integrative

Inflammatory _____ is one of the most common causes of conflict escalation.
Language

_____ Language is one of the most common causes of conflict escalation.
Inflammatory

_____ is one of the most common causes of conflict escalation.
Inflammatory Language

_____is the hero of good communication
Listening

Listening is the hero of _____ communication
good

Listening is the hero of good _____
communication

_____requires at least two parties: one to speak and one to listen
Communication

A _____word can carry multiple meanings depending on its intonation.
Single

_____signals fall under the category of body language, and include expression, posture, and gestures
Nonverbal

_____ law consists of the body of rules growing out of the regulations adopted by international administrative agencies
Administrative

In every society, conflicts are _____, they are normal and an integral part of human lives.
Inevitable

_____are people – officials or unofficial who get involved in Conflict resolution strategies and skills as third-party
Mediators

_____often face severe obstacles and critical neglect to their needs in the rehabilitation and reconstruction process, as they struggle against discrimination
Women

From 1995 to 1998, Angola was the site of the world's largest _____peacekeeping operation
United Nation

International _____instruments are important tools to protect children in armed conflicts
Legal

When was the UN High Commission for Refugees adopted a policy on older-persons?
2001

_____often face severe obstacles and critical neglect to their needs in the rehabilitation and reconstruction process
Women

The _____dimension of peace building focuses on the social conditions that foster violent conflict.
Structural

When was the UN Security Council adopted an 'aide memoire' pertaining to protection of civilians?
2002

Competitive approaches tend to result in _____outcomes in which only one side perceives the outcome as positive
Lose-lose

Mediators exercise political skill and use _____to get people to soften hard-line positions
Settlement

True conflict _____requires a more analytical, problem-solving approach than dispute settlement
Resolution

_____is a lawsuit or a civil action brought before a court seeking for a legal remedy, usually for an offence
Litigation

True conflict resolution requires a more analytical, problem-solving approach than _____
Dispute settlement

Conflict_____ correctly assumes that conflicts are long-term processes that often cannot be quickly resolved.
Management

All the following are potential mediators in conflicts except
Family

_____ is a negotiation strategy in which parties collaborates to find a "win-win" solution to their dispute.
selective bargaining

_____strategies give a mediator the opportunity to control aspects of interaction.
Procedural

_____ seekers detained for non-criminal reasons should never be detained together with common law prisoners
Refugees and asylum

The most basic orientation that allows people enter into negotiations is_____
struggle

The _____approach is considered as a constructive resolution process.
mutual gains

Conflict _____ is a term that describes the natural process of conflict.
Transformation

Conflict transformation is also a _____concept.
Prescriptive

_____usually transforms perceptions by accentuating the differences between people and positions.
Conflict

_____usually has no authority to seek evidence or call witnesses
Conciliator

Litigation is a _____or a civil action brought before a court in which the party commencing the action, the plaintiff, seeks a legal remedy, usually for an offence.
Lawsuit

_____is widely used in all sorts of disputes, ranging from divorces to civil lawsuits to very complex public policy problems to international conflicts
Mediation

All the following are basic sources of mediator trust except
Family members

_____describes mediator behaviour at the low end of the intervention spectrum
Communication-Facilitation Strategies

Directive Strategies made _____to works hard to shape the content and nature of a final outcome in a conflict situation
Mediator

_____describes a phase in the life cycle of the conflict where the parties feel exhausted and hurt
Perceive stage

_____must take place at an optimal or ripe moment in a conflict situation
Settlement

All the following are approaches to Negotiation except
positional bargaining

Effective _____is crucial to meeting negotiation objectives in a conflicting environment
Mediation

Alternative dispute resolution (ADR) is a term generally used to refer to _____dispute resolution processes
Authorized

_____is crucial for ADR processes to work effectively
Engagement

_____involves assessing the other party's priorities and interests and trying to get a better idea of what that party is likely to want.
Mediating

Communication requires at least all the following except

speaking

_____signals fall under the category of body language, and include expression, posture, and gestures.
Language

All the following are essential elements to be found in a complete conflict prevention planning and decision cycle except
Conflict diagnosis

All the following are elements of the early warning process except
Gathering information

Mediation involves all the following except
Providing a suitable step for negotiation.

_____and other gender-based forms of violence continue to be among the highest committed war crimes during times of armed conflict
Violence

From 1995 to 1998, _____was the site of the world's largest UN peacekeeping operation
Kenya

In which year the Second World Assembly on Ageing adopted specific policy commitments concerning older persons in emerging situation
2007

When was the Security Council adopted an aide memoire (S/PRST/2002/6) pertaining to protection of civilians
August

According to the United Nations (UN) document on Agenda for Peace, peace building consists of a wide range of activities associated with all the following except
capacity building

_____is a process that facilitates the establishment of durable peace and tries to prevent the recurrence of violence
Peace conciliation

_____peace building is connected to peacekeeping, and often involves demobilization and reintegration programmes,
Short-time

Peace building measures in every conflict situation is aim to prevent conflict from _____
Re-current

The structural dimension of peace building focuses on the _____that foster violent conflict
Social problem

_____seeks to establish legitimate and stable political institutions and civil liberties that allow for meaningful competition for political power
Government

_____building targets both the micro and macro-level and aims to create economic opportunities and ensure that the basic needs of the population are met.
Peace

The _____dimension of peace building focuses on reconciliation, forgiveness, trust building, and future imagining.
Social

_____actors form the core of a peace constituency
International

An important task in sustaining peace is to build a peace _____within the conflict setting
Initiatives

Conflict_____ correctly assumes that conflicts are long-term processes that often cannot be quickly resolved.
Management

_____ is simply aimed at ending a dispute as quickly and amicably as possible.
Settlement

_____ usually transforms perceptions by accentuating the differences between people and positions.
Conflict

_____ is a process whereby the parties to a dispute agree to utilize the services of a conciliator
Conciliation

_____resolution" implies that conflict is bad, and is therefore something that should be ended.
Conflict

In Nigeria, many of the conflicts bedeviling the polity have been _____ based.
Communal and Ethnic

_____ is a lawsuit or a civil action brought before a court seeking for a legal remedy, usually for an offence.
Litigation

_____ exercise political skill and use persuasion to get people to soften hard-line positions
Mediators

True conflict resolution requires a more analytical, problem-solving approach than _____
Dispute settlement

_____ approaches tend to result in win-lose outcomes in which only one side perceives the outcome as positive
Competitive

_____ is the moral code of all states
International law

According to the author of the course material "throughout history, men have designed constitutions and women have been_____
Invisible

The body of rules growing out of the regulations adopted by international agencies like the Universal Post Union is called_____
the Administrative Law

_____ strategy is situations whereby mediator brings parties in conflict together in a neutral environment in order to be able to exert some control over the conflict management process
Procedural

The two most basic orientations required when parties in conflict enter into negotiation process to resolve their differences are _____and cooperative
competitive

The two most basic orientations required when parties in conflict enter into negotiation process to resolve their differences are competitive and _____
Cooperative

Mutual gain approach in conflict resolution can also be referred to as_____
Win – win

The law that deals with maritime commerce is known as_____ law
Admiralty

International Court of Justice is situated in_____ in Netherlands
Hague

Integrative bargaining is also referred to as_____ bargaining
Interest-based

_____approach tend to result in win – lose outcome in which only one side perceive the outcome as positive
Competitive

_____ is a form of legal alternative to litigation
Arbitration

Conflict usually transforms perception by accentuating the differences between people and _____
Positions

_____ is a process in which a neutral third party assists two or more parties in order to help them negotiate an agreement on a matter of common interest.
Mediation

_____ is the body of customary and conventional rules which are considered legally binding by civilized states in their intercourse with each other or one another
International Law

Inflammatory Language usually tends to_____ conflict
Escalate

Alternative Dispute Resolution process was first adopted in_____
United State of America

The three levels at which_____ occur are personal, corporate and international levels
Negotiation

_____ simply aimed at ending a dispute as quickly and amicably as possible
Dispute Settlement

_____ is the court where inter states disputes or conflicts between states or countries are resolved

International Court of Justice

International law is derived from custom, general principles of law and_____ sources
Treaties

_____ is the hero of good communication
Listening

_____ is a form of legal alternative to litigation whereby the parties to a dispute agree to submit their respective position (through agreement or hearing) to a third party for
Arbitration

After negotiators have prioritized their goal, they must also evaluate the possible among _____them
Trade offs

A discussion between two or more disputants who are trying to work out a solution to their problem or issue at stake is known as_____
Negotiation

The _____ is heavily influenced by expression, intonation, or body language.
spoken word

_____, or tone of voice, is critical.
Intonation

Intonation, or_____, is critical.
tone of voice

_____ conveys a different message than standing upright
Slouching

_____ is a situation whereby parties form a vision of the shared future they are trying to build
Future Imaging

_____ "understand peace building as an umbrella concept that encompasses not only long–term transformative efforts but also peacemaking and peace keeping
Non-governmental Organization

The optional protocol to the communication on the Right of the child of 2000 is derived from Geneva convention of_____
1949

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Loya Jirga as an issue of gender equality and empowerment was realized for the woman and girls in_____
Afghanistan

The Community Court system for transitional justice in Rwanda is called?
Gacaca

_____ in 1948 defined International Law as "Law applicable to relations between states
Philip C Jessup

Complete the following statement as it is in your course material. Finally, (and obviously), during any disagreement it is important to exercise common_____
Civility

Offering each party in conflict incentives, promises of support, or threats of diplomatic sanction is a_____ strategies of mediation
Directive

The code name for United Nations Peace keeping in Angola from 1995 – 1998 is called_____
UNITA

Women, War, and Peace" is a report by_____
Elizabeth Rehn and Ellen John Sir Leaf

_____ is when underlying causes of conflict are not addressed
Dispute Settlement

_____ are the conceptions that parties have of the situation and its risks
Frame

In reality, people are_____
Emotional creature

The funds for developing series of pilot courses dealing with Early Warning and Preventive Measures were provided by British and _____ Government
Italian

The fourth and second elements of early warnings are namely Sharing the gathering information and_____
Sending Phase

What does the acronym ICSID stands for _____
International Center for the Settlement of Investment Dispute

_____ is a form of legal alternative to litigation.
Arbitration

Conflict usually transforms perception by accentuating the differences between people and _____
Position

International Humanitarian Law lays down the minimum protection and standards applicable to situations where people are most _____ in armed conflict
Vulnerable

_____ is a process in which a neutral third party assists two or more parties in order to help them negotiate an agreement on a matter of common interest.
Mediation

Effective peacebuilding also requires _____ partnerships in addressing conflict and greater coordination among the various actors.
Public – Private

Cooperative conflict handling style tends to result in _____ outcome.
Win – Win

The full meaning of IHL is_____
International Humanitarian Law

_____ and _____ are now being used to settle employee/employer industrial dispute that often seem intractable
Mediation and Arbitration

_____ is informal dispute resolution processes in which parties meet with a professional third party who helps them resolve their dispute in a way that is less formal and often more consensual than is done in the courts
Alternative Dispute Resolution

_____ is the body of customary and conventional rules or moral code of states which are considered legally binding by civilized states in their intercourse with each other
International Law

_____strategy is situations whereby mediator brings parties in conflict together in a neutral environment in order to be able exert some control over the conflict management process.

Procedural

The two most basic orientations required when parties in conflict enter into negotiation process to resolve their differences are competitive and ____
Cooperative

Mutual gain approach in conflict resolution can also be referred to as _____.
Win – Win

Government, Civil society, Non-governmental Organizations, International organizations, Community Specialists are examples of _____ agents.
Peacekeeping

Creation of save and comfortable environment, impartiality, neutrality and treating of parties equally are ways by which a mediator can _____
Build Trust

_____ simply aimed at ending a dispute as quickly and amicably as possible.
Dispute Settlement

The International Court of Justice is situated in _____
Hague

In the year _____ Philip C. Jessup wrote that international law is generally defined as law applicable to relations between states.
1948

_____ lays down the minimum protection and standards applicable to situations where people are most vulnerable in armed conflict
International Humanitarian law

A situation whereby mediator works hard to shape the content and nature of a final outcome is called _____
Directive strategies

Learning to be a good helper is a way of helping yourself, it is also sometimes called _____
Helper therapy

The Oslo Accords in 1993 was achieved through _____ strategy
Communication facilitation strategies

How many are the basic sources of trust mediator?

3

Integrative bargaining is also known as _____

Interest-based bargaining

A phase in the life cycle of conflict where parties may not wish to countenance any further losses and are prepared to commit to a settlement is described as _____

Ripe moment

_____ simply aimed at ending a dispute as quickly and amicably as possible.

Dispute Settlement

How many essential elements did Michael Lund identify in a complete conflict prevention planning?

Five

Integrative bargaining is also known as _____

Interest-based bargaining

Learning to be a good helper is a way of helping yourself, it also sometimes called _____

Helper therapy

Win-loose outcomes in conflict resolution are associated with _____

Competitive approaches

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