

14 Multiple choice questions

1. a primary research method in which the data collected are in a raw format and have not been gathered or written by another party
 - a. culture
 - b. resolution
 - c. leader
 - d. case study

2. a situation in which individuals have basic differences, different goals and aspirations, and are unable to exist, cooperate, blend or get along with one another
 - a. conflict
 - b. negotiation
 - c. resolution
 - d. incompatible

3. the process of discussion between two or more individuals who seek to find a solution to a common problem
 - a. mediation
 - b. negotiation
 - c. incompatible
 - d. resolution

4. an individual's or group's ability to do something or bring about change
 - a. leader
 - b. power
 - c. norm
 - d. role

5. a standard or pattern of behaviour that is considered normal in a particular society
 - a. power
 - b. culture
 - c. role
 - d. norm

6. a map that is used to track or record interactions between individuals within a group; directional arrows show the flow of interaction
 - a. mediation
 - b. sociogram
 - c. norm
 - d. power

7. the process of resolving a dispute or a conflict by providing for the needs of the disputing parties, and adequately addressing their interests so that they are satisfied with the outcome
 - a. resolution
 - b. role
 - c. mediation
 - d. negotiation

8. the part played by somebody in a given social context, with any characteristic or expected pattern of behaviour that it entails
 - a. power
 - b. leader
 - c. norm
 - d. role

9. a disagreement between individuals or groups based on a clash of ideas, principles, beliefs or people; incompatible desires, impulses or states of being result in a psychological state of turmoil
 - a. conflict
 - b. role
 - c. power
 - d. norm

10. the shared products of a human group, including physical objects and beliefs, values and shared behaviours
 - a. norm
 - b. culture
 - c. role
 - d. power

11. an individual's self-perception, self-value or self-worth
 - a. sociogram
 - b. negotiation
 - c. self-esteem
 - d. leader

12. an individual who guides or directs others by showing them the way, or by telling them how to behave
 - a. culture
 - b. role
 - c. power
 - d. leader

13. the position, area, groups or individuals that provide the foundation of somebody's power or support
 - a. power
 - b. power base
 - c. leader
 - d. role

14. a method of conflict resolution that is carried out by an unbiased individual who works with disputing parties to help them improve their communication and their analysis of the conflict situation
 - a. mediation
 - b. negotiation
 - c. resolution
 - d. leader