

EXAM QUESTIONS: Chapter 3

TRUE-FALSE

- T** F 1. The goals one has for the outcome of a conflict prior to actively engaging in it are called “prospective” goals.
- T** F 2. To be truly collaborative, conflict goals must be behaviorally specific.
- T **F** 3. “Good” conflict goals remain steadfast—they should not change before, during or after a conflict.
- T** F 4. According to the TRIP model, the use and balance of power are most connected to the “relational” element.
- T **F** 5. According to the TRIP model, the mode of communication (texting v. talking face-to-face) is part of the “identity” element.
- T** F 6. When roommates argue about whose turn it is to do the dishes, they are likely to be arguing about the process.
- T** F 7. The two primary drivers of most conflicts are “relationship” and “power.”
- T** F 8. If you feel excluded from making an important decision, the element of TRIP you are most likely concerned with it Process.
- T **F** 9. Arguing over what music to listen to in the car is primarily concerned with the Topic.
- T** F 10. Arguing with your parents about what time you are supposed to be home is an example of the Relationship element of TRIP.

MULTIPLE CHOICE

1. Steve and Bonnie disagree on how to spend the money they receive from their tax refund. Steve wants to take the family on a trip to Seattle and Bonnie wants to save it for a rainy day. What type of goal does this conflict interaction represent?
- a. process
 - b. topic
 - c. identity
 - d. relational
 - e. facework

Ans: b

2. The statement “Well, you don’t have to be so nasty about it” most likely reflects what type of goal?
- a. relational
 - b. prospective
 - c. retrospective
 - d. identity
 - e. transactive

Ans: d

3. A newlywed couple was having trouble resolving their disputes. The husband felt like he was trying to solve the problems, but his wife did not take him seriously during the discussions because she would do something else while they were talking--laundry, redecorating, etc. They decided that they would have a "meeting" to discuss issues when they arose. The meeting would be a time where they would shut out all distractions and discuss the situation until a solution arose. What is the paramount goal in this situation?
- a. Topic
 - b. Relationship
 - c. Identity
 - d. Process
 - e. All of the above

Ans: d

4. Which of the following are considered to be the “drivers” of disputes?
- a. Topic; relationship
 - b. Relationship; identity
 - c. Identity; process
 - d. Process; topic
 - e. Topic; relationship

Ans: b

5. Relationship goals refer to those that answer the question
- a. “What do we want?”
 - b. “Who are we to each other?”
 - c. “Who am I in this interaction?”
 - d. “What communication process will be used?”
 - e. “How do others define our relationship?”

Ans: b

6. Which of the following statement is NOT true about relational issues and identity?
- Identity issues do not affect relationship messages.
 - You always give relational messages.
 - We each translate or interpret relational messages differently.
 - Relational interests are more important than topic interests.
 - Our relational interests are triggered in reaction to the other's behavior.

Ans: a

7. Tyler is a young, naturally gifted athlete. Unfortunately, his work ethic does not match his talent. When he finished sixth in a competition rather than his expected first or second place, he spent a great deal of time and energy telling people how the judges were unfair and were biased toward other athletes. Tyler is using which of the following face-saving strategies?
- Refusing to step back from a position
 - Claiming unjust intimidation
 - Suppressing conflict issues
 - Helping others increase their self-esteem
 - Avoiding giving directives

Ans: b

8. Which of the following is NOT true about the nature of overlapping TRIP goals?
- Interests overlap with each other and differ in primacy.
 - Identity and relationship issues underlie topic and process issues.
 - In a serious dispute, content-only solutions are typically the most satisfying.
 - Conflict parties often specialize in one kind of goal.
 - Goals may emerge in a different form.

Ans: c

9. Transactive goals develop
- during conflict episodes rather than before and after.
 - after conflict episodes rather than before or during them.
 - before conflict episodes rather than during or after.
 - when there is the possibility of transforming the relationship.
 - only when transactional communication is taking place.

Ans: a

10. Retrospective goals are the ones that

- a. annoy our conflict partners the most.
- b. are emergent and understood most when the crisis has passed.
- c. give us a sense of clarity of the implications of a conflict when we look back on it.
- d. we come into a conflict hoping to accomplish.
- e. we have had for years with respect to a given topic.

Ans: c

11. Hocker and Wilmot summarize several advantages of clarifying your goals in a conflict.

Which of the following is NOT an advantage identified?

- a. Clear goals are reached more often than unclear ones.
- b. Clear goals can be altered more easily than vague ones.
- c. Only clear goals can be shared.
- d. Solutions go unrecognized if you don't know what you want.
- e. Knowing the other's goals helps you manipulate the situation to get what you want.

Ans: d

12. If you work to reach your own goal while at the same time seek to please the other you are upholding which of the following items on the author's checklist for "good goals?"

- a. Short, medium, and long-range issues are addressed
- b. Goals are behaviorally specific
- c. Statements orient toward the present and the future
- d. Goals recognize interdependence
- e. Collaborative goals recognize an ongoing process

Ans: d

Short-Answer/Essay

1. Hocker and Wilmot provide the acronym T.R.I.P. to help us remember issues related to differing conflict goals. Describe the different goals, and then using a conflict of your own, explain the ways in which each is relevant to your understanding of that conflict.
2. Explain how goals in a conflict can change over time. Be sure to use the terms from the text in your explanation.
3. Briefly describe a conflict you have experienced within the last couple of weeks. Diagram that conflict using the overlapping TRIP goals. In addition to your own goals, diagram what you believe the goals of your conflict partner(s) may have been.

4. Describe and provide an example of the relationship between identity goals and face-saving.
5. In what contexts might you damage your own face? What do you gain and/or lose by that communication choice?
6. What are some ways you can help the other person “save face?” What impact might these strategies have on the conflict?
7. Why do parties in conflict sometimes get stuck on the “topic” goals? Discuss the challenges you perceive in trying to identify your identity and relational goals during a conflict? (These two questions are suggesting that identifying relational and identity goals make sense when we read about them. How does it play out in real life?) Finally, what would make it easier?