

Question 1: Which of the following outcomes of a conflict are being observed in the specific context of Pakistan?

- Opportunity for change
- Win-win situation
- Competition
- Positive

Question 2: Customer remained dissatisfied with the shopkeeper s demonstration about the product, it leads to which of the following?

- Dispute
- Collision
- Distortion
- Confusion

Question 3: Effective leaders heavily rely on all of the following powers, EXCEPT:

- Coercive power
- Expert power
- Referent power
- Reward power

Question 4: In which type of mediation, mediator provides a range of suggested settlements?

- Facilitative
- Evaluative
- Both facilitative and evaluative
- Neither facilitative nor evaluative

Question 5: Which of the following is the feature of competitive pattern of a conflict in organizations?

- It results in missed opportunities
- It increases productivity
- It results in fewer turnovers
- It has less destructive political behavior

Question 6: Over emphasis on a piece of information which may not be so important to determine a certain event, is representing which of the following aspect of stereotype?

- Explaining away
- Selecting Weighting Processes
- Stereotype over interpretation
- Stereotype consistent perception