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CRS472
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1. Key managerial structures to minimize conflicts include all of the following except _____

regular review of job descriptions

conduct basic training

--->> avoid interpersonal communications

intentionally build relationship

2. Most of the research on parent-child conflict focuses on interactions between _____ and _____.

fathers and mothers

--->> mothers and children

fathers and children

siblings and parents

3. In Christianity, Christians are advised to employ some of these approaches in conflict resolution except

acts in the opposite spirit

remember God is bigger than the problem

pray about problem

--->> fight back

4. Rule for a

do not

--->> say things that are primarily designed to express your anger

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learn how to negotiate

5. The first order of importance in resolving church conflict is ____

talking and saying one's mind

becoming too personal about the conflict

--->> learning to listen objectively

taking sides

6. In parent-child conflict, bidirectionality means that ____

--->> just as parents' behaviours influence children, children's behaviour influence parents.

parents should direct and guide their children

parents should influence their children

children should influence their parents

7. The second step given by Jesus in conflict resolution is-----

--->> take one or two people (as witnesses)

fight back

ignore the offender

pray for him/her

8. The administrative leadership style of a pastor in a troubled church must be that of ____

love and judgement

--->> a loving but firm parent

be a generalist

declare the problem

9. The followings are practical steps in resolving conflicts among Christians except ____

pray about the problem together

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Understand each other's perspective

relapse into recriminations

10. ___ is not a general rule for conflict management in the office.

focus on the present

--->> assign blames

pick your battles

express feelings in words

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