*Capitalization – The first word of a sentence is capitalized & punctuated as usual. Each bullet point answer begins with capitalization and ends with a period. Bullet point answers that complete a sentence with the question above are not capitalized, but end with a period (…).*

*As per previous revision comments, all multiple choice questions are posed as which and all open answer questions are posed as what (or when or how). Exceptions are to avoid extremely awkward phrasing*.

DLBWPKUM01\_Lektion01\_Frage01

Which are the essential characteristics of a cooperation?

* In a cooperation, there is a common goal and the participants support each other in achieving the goal. (1 pts)
* In a cooperation there is always a cooperation agreement signed by all parties involved. (0 pts)
* In a cooperation, there are many different goals and everyone involved has their own goal. (0 pts)
* In cooperation, there is a common goal and always instructions on how to achieve that goal. (0 pts)

DLBWPKUM01\_Lektion01\_Frage02

When does a competition exist?

* Competition exists when the goals and interests of two or more people are opposed. (1 pts)
* Competition exists when the goals and interests of two or more people are in the same direction. (0 pts)
* A competition exists when two or more persons are in dispute. (0 pts)
* A competition exists when it involves a regulation in competition law. (0 pts)

DLBWPKUM01\_Lektion01\_Frage03

Three children are playing in a sandbox. The children spontaneously decide to build a sandcastle together. Which form of cooperation is this?

* Natural, emotional cooperation. (1 pts)
* Strategic, rational cooperation. (0 pts)
* Empathic cooperation. (0 pts)
* Pseudo-empathic cooperation. (0 pts)

DLBWPKUM01\_Lektion01\_Frage04

Which is scientific game theory?

* A behavioral science discipline that focuses on the study of specific decision situations. (1 pts)
* A scientific theory for creating sophisticated social games. (0 pts)
* A scientific theory that explains the behavior of people addicted to gambling. (0 pts)
* A scientific theory that explains children’s cooperative behavior during play. (0 Pts)

DLBWPKUM01\_Lektion01\_Frage05

Which insight illustrates the prisoner’s dilemma in game theory?

* Cooperation essentially brings advantages for the parties involved. (1 pts)
* Cooperation essentially brings disadvantages for the parties involved. (0 pts)
* Cooperation has neither advantages nor disadvantages for the parties involved. (0 pts)
* Cooperation always has advantages and disadvantages for the parties involved. (0 pts)

DLBWPKUM01\_Lektion02\_Frage01

Social conflict is ...

* ... a dispute between two or more people. (1 pts)
* ... a violent confrontation between social fringe groups. (0 pts)
* ... a dispute sparked by social inequalities. (0 pts)
* ... a conflict in a social state. (0 pts)

DLBWPKUM01\_Lektion02\_Frage02

The disputants have been pulled so far into the downward spiral of the conflict that they can no longer resolve the conflict without outside help. Which is the term for such a situation?

* Conflict trap. (1 pts)
* Prisoner’s dilemma in conflict theory. (0 pts)
* Conflict shackle. (0 pts)
* Conflict maximum. (0 pts)

DLBWPKUM01\_Lektion02\_Frage03

Five universal types of conflict are differentiated according to their causes. Which is one of them?

* Factual conflict. (1 pts)
* Social conflict. (0 pts)
* Economic conflict. (0 pts)
* Family conflict. (0 pts)

DLBWPKUM01\_Lektion02\_Frage04

Different attitudes and different moral and ethical values very often lead to lasting interpersonal conflicts. Which are such conflicts?

* Values conflicts. (1 pts)
* Fundamental conflicts. (0 pts)
* Relationship conflicts. (0 pts)
* Philosophical conflicts. (0 pts)

DLBWPKUM01\_Lektion02\_Frage05

Conflict researcher Glasl distinguishes between “hot” and “cold” conflicts. What does Glasl mean by cold conflicts?

* Cold conflicts are hidden and not visible to everyone. (1 pts)
* Cold conflicts have no effect on the emotions of those involved. (0 pts)
* He refers to conflict in its early stages as “cold”. (0 pts)
* Conflict is said to be “cold” when it is argued factually. (0 pts)

DLBWPKUM01\_Lektion03\_Frage01

Which statement about the significance of a company’s conflict costs is correct?

* Conflict costs have a special significance because unresolved conflicts can cause significant costs. (1 pts)
* Conflict costs are of little significance to a company. (0 pts)
* Conflict costs have no significance to a company because they are not measurable. (0 pts)
* Only the cost of “hot” conflict is significant to a company. (0 pts)

DLBWPKUM01\_Lektion03\_Frage02

Which illustrates the “iceberg model of conflict costs”?

* The iceberg model of conflict costs illustrates that there are visible, and thus quantifiable, as well as hidden, unquantifiable conflict costs. (1 pts)
* The iceberg model of conflict costs illustrates the different costs of “hot” and “cold” conflicts. (0 pts)
* The iceberg model of conflict costs illustrates the individual and overhead costs of conflict. (0 pts)
* The iceberg model of conflict costs illustrates the cost of legal disputes in a business. (0 pts)

DLBWPKUM01\_Lektion03\_Frage03

Which is understood as structural conflict management?

* Integrating conflict management into the corporate structure. (1 pts)
* Resolving structural conflicts. (0 pts)
* The company’s conflict resilience. (0 pts)
* The leaders’ ability to handle conflict. (0 pts)

DLBWPKUM01\_Lektion03\_Frage04

Conflict analysis is an element of conflict management and the prerequisite for successful conflict management. Which purpose does conflict analysis serve?

* Conflict analysis serves to identify the causes of conflict. (1 pts)
* Conflict analysis serves to analyze the cost of conflict. (0 pts)
* Conflict analysis serves to select appropriate legal counsel. (0 pts)
* Conflict analysis serves to identify the employee responsible for the dispute. (0 pts)

DLBWPKUM01\_Lektion03\_Frage05

Which requirement should a conflict manager meet?

* A conflict manager should be a person who is not involved in the conflict. (1 pts)
* A conflict manager should always be an employee of the company. (0 pts)
* A conflict manager should always be involved in the dispute to properly assess the facts. (0 pts)
* A conflict manager should always be a person who is not from within the company, as this is the only way to ensure neutrality. (0 pts)

DLBWPKUM01\_Lektion04\_Frage01

Which forms of communication does “nonverbal communication” include?

* Any form of communication that is not verbal, i.e., not using spoken, signed, or written language. (1 pts)
* Nonverbal communication includes written communication by letter or email. (0 pts)
* Nonverbal communication is limited to body language, including gestures and facial expressions. (0 pts)
* Any forms of communication that are digital rather than analog. (0 pts)

DLBWPKUM01\_Lektion04\_Frage02

The well-known communication scientist Paul Watzlawick developed the five axioms of communication. Which refers to a “communication axiom”?

* A communication axiom is a principle of communication that is recognized as absolutely correct and requires no further proof. (1 pts)
* A communication axiom is an assumption about communication that has yet to be proven. (0 pts)
* A communication axiom is an unbiased observation about human behavior when communicating. (0 pts)
* A communication axiom is a presumed doctrine that governs our communication behavior. (0 pts)

DLBWPKUM01\_Lektion04\_Frage03

The four sides communication square model states that every communicated message has four information aspects. One of these four aspects is ...

* ... the relationship aspect. (1 pts)
* ... the nonverbal aspect. (0 pts)
* ... the digital aspect (0 pts)
* ... the analog aspect (0 pts)

DLBWPKUM01\_Lektion04\_Frage04

Which of the following statements is a communication axiom according to Paul Watzlawick?

* One cannot not communicate. (1 pts)
* One cannot communicate nonverbally. (0 pts)
* One cannot communicate ambiguously. (0 pts)
* One cannot communicate all the time. (0 pts)

DLBWPKUM01\_Lektion04\_Frage05

Which is the fundamental prerequisite for “nonviolent communication”?

* An empathetic and compassionate attitude of the participants in a conversation. (1 pts)
* Before beginning a conversation, the conversation partners must promise each other nonviolence. (0 pts)
* A peaceful conversational environment conducive to communication. (0 pts)
* A defensive and introverted attitude of the participants in a conversation. (0 pts)

DLBWPKUM01\_Lektion05\_Frage01

Which is the purpose of the conscious use of conversation and questioning techniques?

* Purposefully guiding the conversation. (1 pts)
* Manipulating a conversation partner. (0 pts)
* Prompting a conversation partner to disclose confidential information. (0 pts)
* Dominating a conversation partner. (0 pts)

DLBWPKUM01\_Lektion05\_Frage02

“Active listening” is a conversational technique ...

* ... to encourage conversation. (1 pts)
* ... to manipulate a conversation partner. (0 pts)
* ... to create a disruptive effect on the course of conversation. (0 pts)
* ... to increase the listener’s own concentration. (0 pts)

DLBWPKUM01\_Lektion05\_Frage03

When is it sensible to use a conversation moderator?

* For large discussion groups and complex discussion topics. (1 pts)
* If there are more than two participants in the conversation. (0 pts)
* When there is a large number of listeners to the conversation. (0 pts)
* When the conversation takes place in an international context. (0 pts)

DLBWPKUM01\_Lektion05\_Frage04

Which is the main task of a moderator?

* Structuring the course of the conversation. (1 pts)
* Ensuring that the time is kept. (0 pts)
* Conducting the conversation in a way that allows all participants in the conversation to have their say. (0 pts)
* Compensating for rhetorical weaknesses of individual conversation participants. (0 pts)

DLBWPKUM01\_Lektion05\_Frage05

Which refers to “metacommunication”?

* Communication regarding the manner and style of the communication. (1 pts)
* A lengthy communication. (0 pts)
* A communication with multiple participants. (0 pts)
* A communication without a moderator. (0 pts)

DLBWPKUM01\_Lektion06\_Frage01

Which refers to mediation?

* A process for out-of-court conflict resolution. (1 pts)
* A relaxation technique. (0 pts)
* A process for preventing conflicts. (0 pts)
* An arbitration panel. (0 pts)

DLBWPKUM01\_Lektion06\_Frage02

The Harvard Concept is a significant basis of mediation. Which does the Harvard Concept involve?

* A methodology of negotiation. (1 pts)
* Various questioning techniques. (0 pts)
* Various principles of conversation management. (0 pts)
* Rules for respectful behavior. (0 pts)

DLBWPKUM01\_Lektion06\_Frage03

Which mediation application area is included in business mediation?

* Disputes and conflicts between employees of a company. (1 pts)
* Economic policy conflicts, such as trade wars. (0 pts)
* Military conflicts over economic resources. (0 pts)
* Social conflict due to economic inequality. (0 pts)

DLBWPKUM01\_Lektion06\_Frage04

Who is also referred to as the “overseer of the process” in mediation?

* The mediator. (1 pts)
* The mediants. (0 pts)
* The judge. (0 pts)
* The arbitrator. (0 Pts)

DLBWPKUM01\_Lektion06\_Frage05

The mediation process is structured with different stages. How many stages does a mediation process have?

* 5 Phases. (1 pts)
* 3 Phases. (0 Pts)
* 8 Phases. (0 pts)
* 10 Phases. (0 pts)