

# Assessment

## ***Negotiation Basics*** ***Fourth Edition***

The objectives of this book are to help the user:

- Explore negotiation opportunities and approaches
- Understand the steps necessary for negotiations to work effectively
- Learn negotiation strategies and tactics for success
- Understand negotiation skills using the case study method
- Find resources for further information on and support for negotiation



## Assessment Questions for *Negotiation Basics, Fourth Edition*

*Select the best response.*

1. Negotiation and conflict are closely related.
  - A. True
  - B. False
  
2. Successful negotiators:
  - A. Have a positive attitude
  - B. View conflict as normal and constructive
  - C. Have “magic” negotiation skills
  - D. A and B
  - E. B and C
  
3. Formal negotiations:
  - A. Follow set agendas
  - B. May require representatives to assist in the discussions
  - C. Can continue over a period of days, weeks, or longer
  - D. All of the above
  - E. A and B
  
4. In a facilitated negotiation, the *mediator*:
  - A. Empowers negotiating parties to reach their own resolution
  - B. Must vote on the outcome
  - C. Makes the final decision
  - D. All of the above
  - E. None of the above

5. Critical negotiations:
  - A. Are not feasible during an emergency or crisis
  - B. Often involve an outside intervener
  - C. Are the most common form of negotiations
  - D. All of the above
  - E. None of the above
  
6. If you feel that in order to get what you want in negotiation you must give up something, your negotiation style is:
  - A. Forcing/adversarial
  - B. Accommodating
  - C. Compromising
  - D. Collaborative/non-adversarial
  
7. In most situations, which negotiation style has the greatest chance for success?
  - A. Forcing/adversarial
  - B. Accommodating
  - C. Compromising
  - D. Collaborative/non-adversarial
  
8. According to the late Dr. Elias Porter, people are motivated by altruistic, assertive, or data-oriented value systems which will likely change when people are in conflict or opposition.
  - A. True
  - B. False
  
9. Most negotiations are successful when parties' high-priority needs are satisfied, even if not all their needs are met.
  - A. True
  - B. False

10. The *win-win* approach to negotiating:
- A. De-emphasizes personalities in favor of emphasizing the issues
  - B. Is based on establishing fair standards for all parties
  - C. Focuses on stated demands
  - D. A and B
  - E. B and C
11. When both parties have a “give/get” approach to negotiation:
- A. Both parties are willing to give something in order to get what they want
  - B. One party is willing to give, providing something comes back in return; the other party will give after having received
  - C. Both parties come into a negotiation with the idea that they will give nothing until they receive
12. Conflict can be healthy if:
- A. Negotiators approach it on a win/lose basis
  - B. It causes negotiators to test their positions and beliefs
  - C. It leads to a wider variety of alternatives
  - D. A and B
  - E. B and C
13. A person exhibiting a *problem-solving* approach to conflict resolution:
- A. Is non-confrontational
  - B. Must win at any cost
  - C. Is cooperative even at the expense of personal goals
  - D. Recognizes that the needs of both parties are legitimate and important
14. If a person views conflict resolution as “survival of the fittest,” he is most likely exhibiting which conflict resolution style?
- A. Avoidance
  - B. Accommodating
  - C. Win/Lose
  - D. Compromising
  - E. Problem Solving

15. A successful negotiator:
- A. Has a low tolerance for conflict
  - B. Is bothered by personal attacks and ridicule
  - C. Likes to win, but is willing to compromise to solve problems
  - D. All of the above
  - E. None of the above
16. The extent and completeness of advance planning directly relates to a positive outcome in negotiation.
- A. True
  - B. False
17. When you have the authority to make an agreement, you should always strive to negotiate with a person who has the same level of authority as you.
- A. True
  - B. False
18. In negotiation, positions that are based on opinions are usually:
- A. Wants
  - B. Needs
19. One way to narrow the gap in negotiation is to:
- A. Make a statement that begins with “What if...”
  - B. “Echo” the offer made to you and wait for a response
  - C. Either of the above
20. In your post-negotiation review, it is a good idea to:
- A. Determine reasons for your success or failure
  - B. Examine the strengths and weaknesses of your opponent
  - C. Think about what motivated you and what motivated the other side
  - D. All of the above

21. A negotiation strategy designed to put the other party on the defensive in order to win some concessions is known as:
- A. Lowball
  - B. Pinpoint the need
  - C. Challenge
  - D. Defer
  - E. Split the difference
22. The *fait accompli* negotiation strategy:
- A. One party does a lot of work before conditions are negotiated hoping the other person will go ahead because much of the work is done
  - B. Is not considered risky
  - C. Can be a waste of time, effort, and money
  - D. A and B
  - E. A and C
23. Good negotiators send up trial balloons to test the other party's priorities at various stages of negotiation.
- A. True
  - B. False
24. Dominance and the use of intimidating behavior make for a more effective outcome in negotiation.
- A. True
  - B. False
25. It's best to enter every negotiation with possible alternatives to call upon if necessary.
- A. True
  - B. False

## **Answer Key for Negotiation Basics, Fourth Edition**

### ***Recommended response (Corresponding workbook page)***

1. A (4)	6. C (19)	11. A (25)	16. A (39)	21. C (68-69)
2. D (7)	7. D (19)	12. E (27)	17. A (48)	22. E (72)
3. D (12)	8. A (20)	13. D (28)	18. A (53)	23. A (73)
4. A (13)	9. A (23)	14. C (28)	19. C (55)	24. B (78)
5. E (14)	10. D (24)	15. C (31)	20. D (59)	25. A (78)