

Arizona State University (ASU) COM312 Communication, Conflict, and Negotiation Exam 1 Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

- 1. What is a benefit of assertiveness in a negotiation context?**
 - A. It leads to withdrawal from discussions**
 - B. It fosters respect and reduces escalation**
 - C. It puts others on the defensive**
 - D. It promotes passive agreement**
- 2. Which term refers to a negotiation strategy aimed at maximizing one's own gains?**
 - A. Collaborative negotiation**
 - B. Emphasized negotiation**
 - C. Distributive negotiation**
 - D. Integrative negotiation**
- 3. What is the term used for the threshold beyond which people may decide to leave a relationship due to conflict?**
 - A. Comparison Level**
 - B. Cost Threshold**
 - C. Disengagement Standard**
 - D. Conflict Limit**
- 4. What phenomenon can silence trigger in communication during negotiations?**
 - A. Decreased engagement from participants**
 - B. Increased distraction from the topic**
 - C. Further exploration of discussions**
 - D. More frequent interruptions**
- 5. Which scenario exemplifies latent conflict?**
 - A. Two people preparing for a presentation together**
 - B. One person has unaddressed issues with the other**
 - C. Both parties are working towards a common goal**
 - D. Both parties have openly discussed their disagreements**

- 6. What is a key difference between competitive negotiation and collaborative negotiation?**
- A. Competitive negotiation seeks mutual satisfaction**
 - B. Collaborative negotiation focuses on winning**
 - C. Competitive negotiation maximizes one's own benefits**
 - D. Collaborative negotiation aims for resource hoarding**
- 7. What is a key component of the 'Listen' phase in S-TLC?**
- A. Expressing your own feelings**
 - B. Avoiding giving feedback**
 - C. Avoiding defensiveness by clarifying intentions**
 - D. Changing the subject of discussion**
- 8. What does interdependence in conflict refer to?**
- A. A lack of communication**
 - B. Reliance on others to achieve goals**
 - C. Independence of goals**
 - D. A willingness to avoid conflict**
- 9. What can happen if emotional barriers are present during a conflict?**
- A. Communication becomes clearer**
 - B. Emotions are disregarded**
 - C. Clear communication may be obstructed**
 - D. Negotiation is always successful**
- 10. What role does silence play in prompting further discussion during negotiations?**
- A. It acts as an obstacle to dialogue**
 - B. It can encourage parties to break the silence with new ideas**
 - C. It discourages parties from expressing their views**
 - D. It makes discussions less relevant**

Answers

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1. B
2. C
3. B
4. C
5. B
6. C
7. C
8. B
9. C
10. B

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Explanations

1. What is a benefit of assertiveness in a negotiation context?

- A. It leads to withdrawal from discussions**
- B. It fosters respect and reduces escalation**
- C. It puts others on the defensive**
- D. It promotes passive agreement**

In a negotiation context, assertiveness is crucial because it fosters respect and reduces escalation. When individuals communicate assertively, they express their needs, desires, and opinions clearly and confidently while also being respectful of others' views. This balance encourages open dialogue, making it more likely for all parties to engage constructively. By promoting respect, assertiveness mitigates potential conflicts that can arise from misunderstandings or miscommunications. As parties feel respected and heard, the likelihood of escalating tensions decreases, allowing the negotiation to proceed in a more cooperative and productive manner. This creates an environment where solutions can be reached more effectively, benefiting all parties involved.

2. Which term refers to a negotiation strategy aimed at maximizing one's own gains?

- A. Collaborative negotiation**
- B. Emphasized negotiation**
- C. Distributive negotiation**
- D. Integrative negotiation**

The term that refers to a negotiation strategy aimed at maximizing one's own gains is "distributive negotiation." This approach is often characterized by a competitive mindset where the focus is on dividing a fixed set of resources or benefits between parties, which can be likened to a zero-sum game. In this context, one party's gain is directly correlated with another party's loss, meaning that maximizing one's own outcomes typically comes at the expense of the other party's outcomes. In contrast, collaborative and integrative negotiation strategies involve a more cooperative approach, where parties work together to find mutually beneficial solutions that can expand the available resources beyond the initial offering. Despite optimal outcomes being sought in all negotiation types, only distributive negotiation strictly centers on individual gains at the potential cost of the other party. "Emphasized negotiation" is not typically recognized as a standard term within negotiation literature, further reinforcing the distinctive nature of distributive negotiation within the context provided.

3. What is the term used for the threshold beyond which people may decide to leave a relationship due to conflict?

- A. Comparison Level**
- B. Cost Threshold**
- C. Disengagement Standard**
- D. Conflict Limit**

The correct answer is the Cost Threshold. This term refers to the point at which the perceived costs of remaining in a relationship, often due to ongoing conflict, outweigh the perceived benefits. When individuals encounter conflict, they weigh their options and evaluate the emotional, social, and practical costs associated with staying versus leaving. If the costs exceed the benefits, it is at this threshold that a person may decide to disengage from the relationship. Understanding the Cost Threshold is crucial in the context of communication and negotiation, as it underscores the importance of conflict resolution strategies. By recognizing and addressing conflicts before they reach this critical point, individuals can manage relationships more effectively and reduce the likelihood of disengagement. Other terms in the choices, while related to the dynamics of relationships and conflict, do not specifically address the threshold related to leaving a relationship due to conflict as effectively as Cost Threshold does.

4. What phenomenon can silence trigger in communication during negotiations?

- A. Decreased engagement from participants**
- B. Increased distraction from the topic**
- C. Further exploration of discussions**
- D. More frequent interruptions**

In the context of communication during negotiations, silence can serve as a powerful tool that often prompts parties involved to further explore discussions. It creates a pause that can encourage introspection, reflection, and a consideration of what has been said. When one party chooses silence, it can indicate contemplation or a desire for the other side to elaborate or clarify their position, leading to a more thorough examination of the issues on the table. Silence can convey various meanings, such as agreement, disagreement, or an invitation for deeper conversation. As negotiations progress, the presence of silence can signal to participants that there is a need to address certain points more deeply, encouraging a more productive and insightful dialogue. This phenomenon underscores the importance of understanding nonverbal cues and the strategic use of silence in negotiations, as it can lead to breakthroughs in communication and better outcomes. The other choices mentioned do not capture the constructive potential of silence in negotiations. Instead of decreasing engagement or causing distractions, silence typically fosters a moment for reflection rather than disrupting the flow of interaction or prompting interruptions.

5. Which scenario exemplifies latent conflict?

- A. Two people preparing for a presentation together**
- B. One person has unaddressed issues with the other**
- C. Both parties are working towards a common goal**
- D. Both parties have openly discussed their disagreements**

Latent conflict refers to a situation where there are underlying tensions or issues between individuals that have not yet been openly addressed or expressed. In this context, the scenario where one person has unaddressed issues with the other clearly captures the essence of latent conflict. This situation indicates that there are feelings or concerns that could potentially lead to conflict, but as long as these issues remain uncommunicated, the conflict remains "latent" or hidden. The other scenarios depict different aspects of interpersonal interaction without the underlying unexpressed tensions that characterize latent conflict. Preparing for a presentation together and working towards a common goal suggest collaborative efforts aimed at harmony rather than conflict. Open discussions of disagreements imply active engagement in resolving issues, which is at odds with the very nature of latent conflict, where issues remain unspoken. Therefore, the presence of unaddressed issues is what effectively demonstrates latent conflict in this scenario.

6. What is a key difference between competitive negotiation and collaborative negotiation?

- A. Competitive negotiation seeks mutual satisfaction**
- B. Collaborative negotiation focuses on winning**
- C. Competitive negotiation maximizes one's own benefits**
- D. Collaborative negotiation aims for resource hoarding**

The key difference between competitive negotiation and collaborative negotiation lies in their underlying goals and approaches to achieving outcomes. Competitive negotiation is characterized by a mindset that prioritizes maximizing one's own benefits, often at the expense of the other party. This approach is akin to a zero-sum game where one party's gain is another party's loss, leading to a focus on claiming value rather than creating it. In this context, negotiators often utilize strategies such as persuasion, pressure, and positional bargaining to achieve the most favorable agreement possible for themselves. In contrast, collaborative negotiation is aimed at mutual satisfaction and seeks to create win-win solutions where both parties feel valued and satisfied with the outcome. This approach encourages open communication, trust-building, and an exploration of shared interests, ultimately leading to a more sustainable and productive resolution of conflict. Thus, the emphasis on maximizing one's own benefits in competitive negotiation distinctly sets it apart from the collaborative approach, which is concerned with jointly developing beneficial agreements. This understanding captures the essence of the conflict dynamic inherent in competitive versus collaborative negotiation styles.

7. What is a key component of the 'Listen' phase in S-TLC?

- A. Expressing your own feelings
- B. Avoiding giving feedback
- C. Avoiding defensiveness by clarifying intentions**
- D. Changing the subject of discussion

The 'Listen' phase in the S-TLC (Say, Tell, Listen, and Communicate) model emphasizes the importance of understanding the other person's perspective and intentions. A key component of this phase is avoiding defensiveness by clarifying intentions. This means actively engaging in the conversation without becoming defensive or reactive. When individuals clarify their intentions, they demonstrate a willingness to understand the other person's viewpoint, which fosters open and constructive communication. Clarifying intentions helps prevent misunderstandings and allows for a more effective exchange of ideas. It encourages a collaborative environment where both parties feel heard and valued, ultimately leading to a deeper level of dialogue and resolution of conflicts. In this phase, prioritizing understanding over reacting promotes a more positive and productive communication process.

8. What does interdependence in conflict refer to?

- A. A lack of communication
- B. Reliance on others to achieve goals**
- C. Independence of goals
- D. A willingness to avoid conflict

Interdependence in conflict refers to the reliance on others to achieve goals. This concept acknowledges that individuals or groups involved in a conflict are often interconnected, meaning that their actions, decisions, and outcomes are linked. When one party pursues its goals, it can affect and be affected by the actions of others. This reliance means that the parties must navigate their differences and find ways to cooperate or negotiate in order to resolve conflicts. In many contexts, this interdependence can lead to opportunities for collaboration and joint problem-solving, as each party recognizes that their goals are linked to the actions and outcomes of the other. Understanding interdependence is crucial in conflict resolution and negotiation settings because it highlights the importance of communication and mutual consideration. When parties acknowledge their interdependence, they can work towards solutions that satisfy the needs and objectives of all involved, rather than approaching the situation solely from a competitive or individualistic perspective.

9. What can happen if emotional barriers are present during a conflict?

- A. Communication becomes clearer**
- B. Emotions are disregarded**
- C. Clear communication may be obstructed**
- D. Negotiation is always successful**

When emotional barriers are present during a conflict, clear communication may indeed be obstructed. Emotional barriers such as anger, frustration, or fear can distort the way individuals perceive messages and react to them. These feelings can lead to misunderstandings or escalate tensions, making it difficult for parties to express their thoughts and needs effectively. As a result, the focus may shift away from the actual issues at hand, leading to further conflict rather than resolution. In contrast to the correct choice, the idea that communication becomes clearer or that emotions are disregarded misrepresents the impact of emotional barriers. While negotiation can sometimes be successful, it is not guaranteed; emotional barriers often complicate and hinder the process rather than facilitate it.

10. What role does silence play in prompting further discussion during negotiations?

- A. It acts as an obstacle to dialogue**
- B. It can encourage parties to break the silence with new ideas**
- C. It discourages parties from expressing their views**
- D. It makes discussions less relevant**

Silence can serve as a powerful tool in negotiations, particularly in prompting further discussion. When one party remains silent, it often creates a space that can be uncomfortable for the other party or parties involved. This discomfort can encourage them to fill the silence, typically by sharing new ideas, opinions, or proposals. In many negotiation scenarios, silence can be interpreted as a cue or invitation for others to speak, which can lead to a more dynamic exchange of ideas and foster deeper conversation. The opportunity for parties to express themselves can move the negotiation forward in meaningful ways, ultimately leading to a better understanding of each other's positions and interests. The other options do not capture the constructive role silence can play. For instance, viewing silence as an obstacle to dialogue undermines its potential to provoke thought and reflection. Similarly, the notion that it discourages expression or makes discussions less relevant does not acknowledge how silence can effectively lead to new insights and negotiations. Instead, silence creates a moment that can elicit additional input and clarification, which is crucial for reaching mutually beneficial agreements.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://asu-com312exam1.examzify.com>

We wish you the very best on your exam journey. You've got this!