

### ASSESSMENT # 13

Total Marks: 30

Answer the following questions:

**Q: 1:** Short Questions (15)

- I. What is the difference between the Lose-Lose and the Win-Win outcomes of conflict?
- II. Define the arbitration technique for the resolution of disputes.
- III. What is a Win/Lose Strategy?

**Q: 2:** Discuss the different stages of conflict. (7)

**Q: 3:** Describe the six stages of the Struggle Spectrum. (8)