

For questions 9-16, read the text below and think of the word which best fits each gap. Use only one word in each gap. There is an example at the beginning (0).

Write your answers IN CAPITAL LETTERS.

Example: (0) **OF**

Conflict resolution

Conflict resolution is the art **0** _____ managing a situation where two or more parties have a disagreement. The definition of a conflict itself can be anything **9** _____ a personal dispute to an international one, and the ultimate goal of conflict mediation is to ensure the sides **10** _____ an agreement that is acceptable for everybody concerned.

It **11** _____ without saying that that conflict has to be resolved peacefully **12** _____ than through violence. In order to achieve that, a number of techniques can be implemented, but **13** _____ the end, it all usually comes down to finding a compromise. This often involves a mediator – a third party that is impartial, and is **14** _____ not biased towards any side of the argument. They help establish a common ground for the opponents – a foundation on which to build a new, more friendly relationship.

While humanity has preferred the ‘eye for an eye’ approach for ages, talking it **15** _____ rather than fighting is always the better option. All things considered, there is **16** _____ doubt that a skill like that will be increasingly useful in the trouble-ridden society of today.

Answers and explanations

9. **From.** We show a range of possible situations – from one to another. The word ‘anything’ suggests the many possible options.
10. **Reach.** A common collocation – people reach an agreement with one another. A similar phrase is ‘to come to an agreement’, but we cannot be using it here.
11. **Goes.** If something goes without saying, it means that it is obvious, there cannot be two opinions on the matter. Be careful not to say ‘it comes without saying’ as it is not the set phrase we are looking for.
12. **Rather.** ‘Rather than’ is used to show one thing is more likely or preferable than the other. In this particular case, talks are better than fighting.
13. **In.** ‘In the end’ refers to a time after everything has been said and considered thoroughly. ‘At the end’ is grammatically correct, but it means ‘at the end of something’ and requires an object, e.g. ‘at the end of the day’.
14. **Therefore/thus.** Both options mean ‘as a result, as a consequence’.
15. **Out.** If you talk it out (or talk things out), you sit down and have a discussion about an issue, in this case about one that involves a conflict. Note that ‘to talk something over’ simply means a discussion.
16. **Little/no.** Having little or no doubt means that you are fairly certain that something is true. ‘Any’ is wrong, as it would require a negative structure coming before it.