

Conflict Management Assessment – Test 1

When you experience conflict with someone else, you should always remember to compromise.

Discuss

○ A.

True

○ B.

False

The first thing to do when resolving conflict with someone else is to...

○ A. Explain what you mean to your friend / teacher

○ B. Brainstorm possible solutions to the problem

○ C. Listen to their perspective

One of the most critical skills in conflict resolution is problem-solving.

☐ A.

True

☐ B.

False

To discover the interests of the other person, the most useful question is to ask...

☐ A.

Why?

☐ B.

When?

☐ C.

What?

☐ D.

Who?

When experiencing conflict, you can always build better relationships by learning to compromise on issues.

○ A.

True

○ B.

False

The conflict management styles that can get you into the most trouble are...

○ A.

The avoiding style

○ B.

The problem-solving style

○ C.

The forcing style

○ D.

The bargaining style