

Conflict Resolution Quiz

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Conflict Management Styles

1.The best conflict management style is...

- A. The competing style
- B. The compromising style
- C. The accommodation style
- D. The collaboration style

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

- A. True
- B. False

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

- A. Assertively but diplomatically state your perspective
- B. Brainstorm possible solutions to the problem
- C. Slap some sense into them
- D. Listen to their perspective

4.The experience of conflict can sometimes clarify communication.

- A. True
- B. False

5.When resolving conflict it is essential to make the most eye contact in which of the following circumstances:

- A. When you are brainstorming
- B. When you are problem-solving
- C. When you are listening
- D. When you are assertively stating your point

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

- A. True
- B. False

7.You should use the forcing conflict management style when...

- A. You need to arrive at a workable solution under time pressure
- B. A creative solution is critical
- C. Quick, decisive action is important
- D. People need to work through their emotions surrounding the conflict

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

- A. Why?
- B. When?
- C. What?
- D. Who?

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

- A. True
- B. False

10. 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

Identify the different conflict management styles in the following scenarios.

1. You are going out with a group of friends and an argument ensues regarding the plans for the evening. You.....

- Offer a suggestion that is a combination of the top choices of the group

2. At a family function, your aunt starts to gossip and talk negatively about a cousin whom you really like. You.....

- Go to another room to keep out of the discussion

3. You are in a critical meeting at work where major decisions are being made

that will affect your direct role in the company and job duties. You.....

- Use your position and experience to influence a decision in your favor

4. You are in the process of making a major purchase (e.g. house, car, expensive furniture, etc.) with your significant other. You.....

- Give in to the choices of your significant other in order to make him/her happy

5. While talking with your best friend, he/she says something you find offensive and that you really don't agree with. You.....

- Look up unbiased information on the topic and engage your friend in a rational discussion in order resolve the issue together