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| **Resolving Conflict Quiz**  Total Points : 100  Passing Score : 60%(60 points) |  |

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| **No** | **Questions** | **Points** |
| 1 | **In conflict resolution, which outcome should you work towards?**   |  |  |  | | --- | --- | --- | | ( ) | I win, you lose. |  | | ( ) | You win, I lose. |  | | ( ) | You win, I win. |  | | ( ) | I lose, you lose. |  | | 10 pts |
| 2 | **Which of the following is not likely to result in the need for conflict resolution?**   |  |  |  | | --- | --- | --- | | ( ) | Overcrowding in the office. |  | | ( ) | Poor communication skills. |  | | ( ) | Differences between teams. |  | | ( ) | Abundance of resources. |  | | 10 pts |
| 3 | **Which is the best conflict resolution strategy if you want to achieve a win/win outcome?**   |  |  |  | | --- | --- | --- | | ( ) | Capitulation. |  | | ( ) | Collaboration. |  | | ( ) | Domination. |  | | ( ) | Negotiation. |  | | ( ) | Procrastination. |  | | 10 pts |
| 4 | **When you reach a settlement that is within the 'agreement box', what is the outcome?**   |  |  |  | | --- | --- | --- | | ( ) | You get exactly what you want. |  | | ( ) | You make some concessions. |  | | ( ) | The other party gets exactly what they want. |  | | ( ) | You both get exactly what you want. |  | | 10 pts |
| 5 | **If the other party offers you two options and one of them is completely unacceptable to you, what are they trying to do?**   |  |  |  | | --- | --- | --- | | ( ) | Bring the discussion to an end. |  | | ( ) | Force you to follow their agenda. |  | | ( ) | Weaken your case against them. |  | | ( ) | Intimidate you into settling. |  | | 10 pts |
| 6 | **When you use the BATNA process in assessing an offer, what should you compare a proposal against?**   |  |  |  | | --- | --- | --- | | ( ) | What will happen if you can't reach agreement. |  | | ( ) | The best possible outcome of the agreement. |  | | ( ) | The worst possible outcome of the agreement. |  | | ( ) | How other parties feel about other proposals. |  | | 10 pts |
| 7 | **When is arbitration an inappropriate way to resolve a conflict?**   |  |  |  | | --- | --- | --- | | ( ) | When the dispute concerns facts. |  | | ( ) | When the dispute concerns emotions. |  | | ( ) | When the dispute concerns the law. |  | | ( ) | When the dispute concerns a contract. |  | | ( ) | When the parties cannot cooperate. |  | | 10 pts |
| 8 | **When a manager acts as a mediator, what should he or she do?**   |  |  |  | | --- | --- | --- | | ( ) | Take the "right" side in the dispute. |  | | ( ) | Disregard the cost of someone changing their position. |  | | ( ) | Suspend judgement for as long as possible. |  | | ( ) | Disregard the egos of those in the dispute. |  | | 10 pts |
| 9 | **Which of the following strategies will not reduce conflict at work?**   |  |  |  | | --- | --- | --- | | ( ) | Holding everyone accountable to the same values. |  | | ( ) | Having an active open door policy for managers. |  | | ( ) | Articulating a clear vision and mission statement. |  | | ( ) | Offering the best pay package in the market. |  | | 10 pts |
| 10 | **Which of the following behaviours might constitute harassment?**   |  |  |  | | --- | --- | --- | | ( ) | Asking one of your colleagues out on a date. |  | | ( ) | Going for lunch with half of your team. |  | | ( ) | Seeing work friends outside of work. |  | | ( ) | Unintentionally causing offense with a sexual remark. |  | | 10 pts |

**Answers**

**(Figures in brackets refer to the page numbers in the Pocketbook from where the questions are drawn.)**

1. You win, I win. (11)
2. Abundance of resources. (12-13)
3. Collaboration. (18-20)
4. You make some concessions. (33)
5. Weaken your case against them. (36-42)
6. What will happen if you can't reach agreement. (46)
7. When the dispute concerns emotions. (75)
8. Suspend judgement for as long as possible. (79)
9. Offering the best pay package in the market. (88)
10. Unintentionally causing offense with a sexual remark. (108)