

ASSESSMENT

# MULTIPLE CHOICE

## OBJECTIVE

Assess learners' ability to apply, analyze, and evaluate the skills acquired from the module on conflict resolution.



## DETAILS

### Total Questions

**15**  
Questions

### Estimated Time

**25**  
Minutes

### Instructions

Answer the multiple choice question after having watched the video and completed the activity/activities. We recommend completing the assessment after a couple of days to really test your knowledge and understanding.

### Action Verbs Breakdown

**0**  
REMEMBER

**0**  
UNDERSTAND

**5**  
APPLY

**3**  
ANALYZE

**7**  
EVALUATE

**0**  
CREATE

### Mastery Levels Key

**L1** **Easy**  
Word-for-word  
as in the video

**L2** **Medium**  
Synonyms

**L3** **Difficult**  
Interpretation & additional  
reading required

### In the Assessment

**0**

L1

**0**

L2

**0**

L3

## QUESTIONS

### Question 1.

ANALYZE

L1

Dia identifies a forthcoming conflict with her colleague, John, as she avoids making eye contact with him. What would be her next step in the conflict resolution process outlined in the module?

- a) Implement ground rules
- b) Discover commonalities
- c) Articulate the problem, needs, and interests
- d) Generate a spectrum of solutions

**Answer:** c) *Articulate the problem, needs, and interests*

**Explanation:** The initial step after recognizing a conflict (which Dia did when she started avoiding eye contact with John) is to "clarify that there is a conflict" and then to "explicitly state the concerns, needs and interests of those involved in the dispute."

ASSESSMENT

# MULTIPLE CHOICE (CONTINUED)

**Question 2.** EVALUATION L1

During a group discussion, Peter interrupts Vanya while she is speaking. What should be the team's response according to the guidelines given in the module?

- a) Separate the person from the problem
- b) Request Peter to apologize
- c) Remind Peter of the no-interruption rule
- d) Use "I" statements to express feelings regarding the interruption

**Answer:** c) *Remind Peter of the no-interruption rule*

**Explanation:** One of the ground rules for conflict resolution outlined in the module is to avoid interruptions during conversations.

**Question 3.** ANALYZE L1

Amid a dispute, Lucia tells Trent directly, "You always cause disruptions during our meetings!" How could Lucia reformulate her statement as per the communication rules discussed in the module?

- a) "Trent, let's focus on the issue at hand instead of personal behaviors."
- b) "Trent, I feel disturbed when interruptions occur in our meetings."
- c) "Trent, I sense a lack of respect for our meeting rules."
- d) "Trent, it's crucial for everyone to have an opportunity to speak without being interrupted."

**Answer:** b) *"Trent, I feel disturbed when interruptions occur in our meetings."*

**Explanation:** Use "I" statements to articulate feelings without placing blame or making accusations.

**Question 4.** EVALUATION L1

Tom and Zane have a disagreement about a project. Zane suggests listing all opinions anonymously. Which conflict resolution strategy is Zane implementing?

- a) Identifying shared understanding
- b) Decoupling personal biases from opinions
- c) Establishing communication guidelines
- d) Generating a spectrum of solutions

**Answer:** b) *Decoupling personal biases from opinions*

**Explanation:** By suggesting anonymous listing of opinions, Zane is employing the module's advice to separate opinions from people for maintaining objectivity in conflict resolution.

**Question 5.** EVALUATION L1

Abby and Jordan disagree over a project. Despite having some doubts, Abby decides to compromise and agrees with Jordan's plan. What potential fallout could stem from Abby's decision?

- a) The project might not reach its full potential
- b) Abby might harbor feelings of resentment or being unheard
- c) Abby might be perceived as weak by other team members
- d) All of the above

**Answer:** d) *All of the above*

**Explanation:** Resolving conflicts via compromise can sometimes leave underlying issues or feelings, potentially affecting team dynamics and the project's success.

ASSESSMENT

# MULTIPLE CHOICE (CONTINUED)

**Question 6.**

APPLY

L1

During a team meeting, Jun voices his disagreement with Lisa's idea but immediately seeks common ground by agreeing that their main goal is project efficiency. Which conflict resolution technique is Jun using?

- a) Establishing communication guidelines
- b) Identifying shared understanding
- c) Focusing on the issue, not the person
- d) Proposing multiple solutions

**Answer:** b) *Identifying shared understanding*

**Explanation:** Jun is seeking common ground to lay the foundation for resolution to handle the disagreement.

**Question 7.**

EVALUATION

L1

Martin and Reema have contrasting ideas for a project. Martin proposes merging elements from both their ideas. What kind of conflict resolution strategy is Martin suggesting?

- a) Avoidance
- b) Accommodation
- c) Collaboration
- d) Compromise

**Answer:** c) *Collaboration*

**Explanation:** Martin's proposal aligns with collaboration, a conflict resolution strategy where parties work together to find a solution that addresses all concerns.

**Question 8.**

APPLY

L1

Ben and Carlos are in conflict. Ben decides to confront the issue directly, articulating his needs and interests. What conflict resolution technique is Ben employing?

- a) Identifying shared understanding
- b) Proposing various solutions
- c) Acknowledging the existence of a conflict
- d) Establishing communication guidelines

**Answer:** c) *Acknowledging the existence of a conflict*

**Explanation:** By recognizing the conflict and voicing his concerns, Ben is following the module's advice to acknowledge the conflict as an initial step in conflict resolution.

**Question 9.**

EVALUATION

L1

In a passionate debate, Farah suggests the team focus on shared agreements rather than differences. What impact might this have on the conflict resolution process?

- a) It could create a false sense of consensus
- b) It could lay the foundation for resolution
- c) It could divert attention from the root causes of the conflict
- d) It could undermine the credibility of other perspectives

**Answer:** b) *It could lay the foundation for resolution*

**Explanation:** Concentrating on areas of agreement can help establish common ground, thereby fostering the foundation for conflict resolution.

ASSESSMENT

# MULTIPLE CHOICE (CONTINUED)

**Question 10.** APPLY L1

Jomo attempts to resolve a conflict with a teammate by dissociating his teammate's divergent opinion from their personal character. Which facet of conflict resolution is Jomo applying?

- a) Active Listening
- b) Patience
- c) Empathy
- d) Keeping conflicts separate from the individuals involved

**Answer:** d) *Keeping conflicts separate from the individuals involved*

**Explanation:** Jomo is using the tactic of separating his teammate's opinion from their character, an approach that aligns with the module's suggestion to avoid personalizing conflicts.

**Question 11.** EVALUATION L1

Two colleagues, Sania and Zoe, disagree over their joint project. Sania prefers a PowerPoint presentation, while Zoe worries that it will detract from their research. They finally agree to make a video presentation of their research. This resolution represents which conflict resolution strategy?

- a) Avoidance
- b) Accommodation
- c) Compromise
- d) Collaboration

**Answer:** d) *Collaboration*

**Explanation:** Their resolution is a representation of collaboration, where all parties work together to devise a solution that satisfies their concerns. Here, they creatively address their concerns in a mutually beneficial manner.

**Question 12.** APPLY L1

During a disagreement over project deadlines, Lorenzo decides to agree to the deadlines suggested by his team, despite his reservations. What conflict resolution strategy is Lorenzo employing?

- a) Avoidance
- b) Accommodation
- c) Compromise
- d) Collaboration

**Answer:** b) *Accommodation*

**Explanation:** Lorenzo's decision aligns with accommodation, a conflict resolution strategy where one person yields to the needs or desires of others.

**Question 13.** EVALUATION L1

During a disagreement over a project, Shu-Fen suggests each team member list their top three preferred solutions. The team would then choose the solution that appears the most on everyone's list. What conflict resolution strategy is Shu-Fen suggesting?

- a) Avoidance
- b) Accommodation
- c) Compromise
- d) Collaboration

**Answer:** c) *Compromise*

**Explanation:** Shu-Fen's suggestion aligns with compromise, a conflict resolution strategy where parties find a mutually acceptable solution that partially satisfies their concerns.

## ASSESSMENT

**MULTIPLE CHOICE** (CONTINUED)**Question 14.** APPLY LI

In an attempt to resolve a project dispute, Anton proposes a brainstorming session to generate various solutions. Which step in the conflict resolution process is Anton implementing?

- a) Identifying the existence of a conflict
- b) Creating communication guidelines
- c) Developing a range of solutions
- d) Separating the disagreement from the individuals involved

**Answer:** c) *Developing a range of solutions*

**Explanation:** Anton's proposal aligns with the module's advice to generate a range of solutions when dealing with a conflict.

**Question 15.** ANALYZE LI

After a team has chosen a solution for a conflict, what should be the next step according to the conflict resolution process discussed in the module?

- a) Identify another conflict to solve
- b) Implement and evaluate the chosen solution
- c) Generate a range of solutions for a new conflict
- d) Establish new communication guidelines

**Answer:** b) *Implement and evaluate the chosen solution*

**Explanation:** Once a solution has been chosen, the next step should be to implement it and then evaluate its effectiveness in resolving the conflict.