Foundations 1E Quiz Questions Lesson 10.2

1. Acting aggressively always involves violence.

a. True

b. False

Answer: \_\_\_\_\_

2. Assertiveness includes all of the following EXCEPT

a. dominance

b. confidence

c. respect

d. calmness

Answer: \_\_\_\_\_

3. A shipment of fertilizer arrives in a farming community with only half the amount that was ordered, causing conflict among the farmers about how to divide the shipment. This is an example of conflict over

a. relationships

b. interests

c. values

d. resources

Answer: \_\_\_\_\_

4. Match each conflict management style with its correct description.

\_\_\_ 1. accommodating

\_\_\_ 2. avoiding

\_\_\_ 3. collaborating

\_\_\_ 4. competing

\_\_\_ 5. compromising

a. when neither party really achieves all of what it wants

b. when you cooperate to a high degree, even letting go of your own goals in order to reach a solution

c. when you simply ignore the thing that is causing the conflict

d. the win-lose approach

e. when you work together to try to achieve everyone’s goals

5. Place the steps to conflict resolution in numerical order by matching the number to the step.

\_\_\_ 1. 3

\_\_\_ 2. 5

\_\_\_ 3. 2

\_\_\_ 4. 1

\_\_\_ 5. 4

a. Identify your best option or strategy.

b. Take a deep breath and calm yourself.

c. Make a decision.

d. Brainstorm options.

e. Listen to the perspective of others.