

What is Conflict Resolution?

Worksheet

Conflict resolution is addressing and resolving disagreements constructively - using communication, empathy, and mutually beneficial solutions. It requires choosing the right strategy for the situation.

Questions

1. Collaboration in conflict resolution means

- A) Avoiding the issue
- B) One person gives in
- C) Both people find a win-win solution
- D) Splitting the difference

2. When is avoiding a good conflict resolution strategy?

- A) Always, to maintain peace
- B) When the issue is trivial or emotions are too high (defer)
- C) Never, it's always wrong
- D) Only when you're right

3. Active listening in conflict means

- A) Waiting for your turn to speak
- B) Reflecting back what you hear to confirm understanding
- C) Interrupting to clarify
- D) Staying quiet and agreeing

4. What is the root cause of most workplace conflicts?

- A) Personality clashes
- B) Poor communication and unmet expectations
- C) Incompetence
- D) Malicious intent

5. Two departments fight over budget. Manager uses collaboration. What's the process?

6. Team member repeatedly misses deadlines. Manager avoids for weeks. What happens?

7. Customer upset over shipping delay. Rep accommodates. What's the outcome?

8. Define: What is conflict resolution?

9. Define: Thomas-Kilmann five styles?

10. Define: When to collaborate?

Answer Key

1. C) Both people find a win-win solution - Collaborating = high assertiveness + high cooperation both parties' needs addressed.
2. B) When the issue is trivial or emotions are too high (defer) - Avoiding is useful for low-stakes issues or when emotions need to cool; avoiding big issues backfires.
3. B) Reflecting back what you hear to confirm understanding - Active listening = confirming understanding of the other person's concerns, not just waiting to argue.
4. B) Poor communication and unmet expectations - Most conflicts stem from miscommunication, unclear goals, or unspoken expectations.
5. Both departments meet, share goals and constraints Manager finds shared problem (e.g., both need cross-team project) Win-win solution: shared budget, shared credit Conflict cooperation
6. Tension builds; other team members notice Deadlines missed; project at risk Manager finally addresses: clear expectations, support plan, accountability Improvement (or escalation if none)
7. Rep listens, validates concern Offers sincere apology + discount Rescues relationship Cost: low; value: loyalty, positive word-of-mouth
8. The process of managing and solving disagreements constructively using communication, empathy, and solution-finding.
9. Avoiding, accommodating, competing, compromising, collaborating - each for different situations.
10. When both parties' concerns matter, time allows, and a win-win solution exists.

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