

# Conflict Management Practice Test Questions and Answers

**1. Which conflict resolution style involves finding a mutually acceptable solution?**

- A) Avoiding
- B) Competing
- C) Collaborating
- D) Accommodating

**2. What is the first step in effective conflict resolution?**

- A) Proposing solutions
- B) Identifying the root cause of the conflict
- C) Taking sides
- D) Ignoring the problem

**3. Which communication technique is most effective during conflict resolution?**

- A) Interrupting frequently
- B) Active listening
- C) Raising your voice
- D) Making assumptions

**4. What does the "compromising" conflict management style involve?**

- A) One party gets everything they want
- B) Both parties give up something to reach an agreement
- C) Avoiding the conflict entirely
- D) Forcing a solution

Answers: 1-C 2-B 3-B 4-B

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