

Conflict Resolution Assessment

Name _____ Key _____

1. A cadet has a disagreement with another cadet over who is to blame for the auditorium doors being left unguarded at Open House. Both cadets go complain to other cadets about the ridiculous behavior of the other cadet. This type of conflict style is:
 - a. **Aggressive**
 - b. Passive
 - c. Problem-solving

2. A cadet has a conflict with another cadet over how to properly put up the flag. She yells at the other cadet and says she outranks him, so he should just shut up before he gets his butt kicked. This type of conflict style is:
 - a. Aggressive
 - b. **Passive**
 - c. Problem-solving

3. Three cadets complain to their company commander that the weekly unit drill down is unfair because they always get tapped out first. They say it is a “racial thing” and they feel like they are being picked on. The company commander gets together with the three of them to explain his strategy at drill down and offers to help them with some of their individual drill so they can do better at drill down. This type of conflict style is:
 - a. Aggressive
 - b. Passive
 - c. **Problem-solving**

4. The first step in conflict resolution is to
 - a. Describe everyone’s feelings
 - b. Determine the effectiveness of the conflict-resolution plan
 - c. Discuss solutions
 - d. Decide on a plan
 - e. **Define the problem objectively**

5. People who stonewall in conflict resolution sessions generally
 - a. Refuse to respond verbally
 - b. Will not look for a solution
 - c. End up with the leader deciding what to do next because they
 - d. **All of the above are true**

6. When a person blames others and takes no responsibility for their own actions, the person trying to resolve the conflict should
 - a. Make the person accept responsibility
 - b. Force the person to take responsibility before moving on in the conflict resolution process
 - c. **Redirect the person to the issue at hand and say, "Let's find a solution."**

7. If the person a conflict manager is working with offers an unworkable solution, the conflict manager should
 - a. **Ask the cadet to offer a more reasonable solution**
 - b. Point out in as nice a way as possible what a horrible idea that is

8. What are the four rules you want people to agree to when trying to resolve conflict with them?
 - a. Do not **Interrupt**
 - b. No name-**calling** or putdowns.
 - c. Be as **honest** as you can.
 - d. Agree to **solve** the problem.

9. Why is it important to RESTATE what you hear people saying in conflict resolution sessions when they explain what happened and how they feel?
 - a. Because you want them to know you were listening
 - b. Because this allows you as the conflict manager to verify you heard things correctly
 - c. Because it helps the people in the conflict know you care enough to pay attention
 - d. Because if you misunderstood, it allows the people in the conflict to correct your misunderstanding
 - e. **All of these**

10. Put a check mark next to all the kinds of statements that would be GOOD for a conflict manager to use in a conflict management session.

- Do you want to solve the problem with me**
- What could you do differently if this happened again?**
- What can you do to resolve your part of the problem?**
- Why is your proposed solution such a bad idea?
- Can you see how you caused this problem all by yourself?
- Congratulations on your hard work solving this problem.**
- How do you feel about this situation?**
- Can you see how you caused the other person to feel that way?