Managing Conflict Questions

1) In the pharmacy work place which of the following can be a source of conflict?
   a. Schedules
   b. Management styles
   c. Job responsibilities
   d. All of the above

2) In addition to our team members, conflict may come from external sources such as patients, suppliers or physicians to name a few
   a. True
   b. False

3) As a conflict style, avoidance is appropriate when:
   a. The issue requires immediate attention
   b. “no decision” has a major impact on the outcomes
   c. Time is needed to gather more information
   d. A decision made later will make matters worse

4) One drawback to using collaboration as a conflict style is:
   a. It encourages teamwork and cooperation within the group
   b. It fosters winners over losers
   c. It requires time for the team to share their feelings and work through their conflict
   d. It does not require trust and understanding within the team

5) Emotional responses to conflict include feelings of:
   a. Hurt
   b. Fright
   c. Confusion
   d. All of the above

6) Encoding is the process of transferring the information you want to communicate into a form that can be sent and correctly decoded at the other end
   a. True
   b. False

7) In a communication, the receiver:
   a. Accepts the message from the sender
   b. Decodes the message
   c. May decode non verbal as well as verbal information
   d. All of the above are correct

8) Which of the following statements about feedback is correct?
   a. It is not important to the sender
   b. It is not needed to verify if the message was received
   c. Can be verbal or non verbal
   d. Does not require active solicitation on the part of the sender

9) Active listening does not require the listener to use intuition
   a. True
   b. False

10) Paraphrasing by the listener can help confirm understanding
    a. True
    b. False