



<b>Name of the Bundle</b>	Intermediate Bundle V1	<b>Subject</b>	Soft Skills
<b>Topic</b>	Conflict Management	<b>Last updated on</b>	12 October 2024

## Multiple Choice Questions on Conflict Management:

1. What is conflict management?
  - a. Avoiding disagreements at all costs
  - b. Occurs when individuals or groups do not get what they desire
  - c. A process to eliminate diversity in opinions
  - d. Maintaining status quo in relationships

**Ans: b. Occurs when individuals or groups do not get what they desire**

2. What is the nature of conflict?
  - a. Completely avoidable
  - b. Inevitable but harmful
  - c. Inevitable but can be beneficial
  - d. Optional in all situations

**Ans: c. Inevitable but can be beneficial**

3. Which of the following is NOT true about conflict?
  - a. It can lead to growth and innovation
  - b. It can strengthen relationships
  - c. It always results in harm and damage
  - d. It is a natural part of human interaction

**Ans: c. It always results in harm and damage**

4. What is essential to understand before resolving a conflict?
  - a. The outcome of the conflict
  - b. The parties involved in the conflict
  - c. The cause of the conflict
  - d. The duration of the conflict

**Ans: c. The cause of the conflict**

5. Which of the following is a prime reason for conflict?
  - a. Strong leadership
  - b. Effective communication
  - c. Poor communication
  - d. Team cohesion

**Ans: c. Poor communication**



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6. Which of the following is a consequence of weak leadership?

- a. Job satisfaction
- b. Team unity
- c. Dissatisfaction with the leader's style
- d. Effective decision-making

**Ans: c. Dissatisfaction with the leader's style**

7. What can be a result of poor communication skills?

- a. Trust and respect
- b. Conflict and misunderstandings
- c. Productivity and efficiency
- d. Job satisfaction

**Ans: b. Conflict and misunderstandings**

8. Status struggles among team members can create \_\_\_\_\_.

- a. conflict resolution
- b. team building
- c. conflict
- d. leadership development

**Ans: c. conflict**

9. Disagreement about the distribution of work is related to \_\_\_\_\_.

- a. Poor communication
- b. Weak leadership
- c. Cultural differences
- d. Personal values

**Ans: b. Weak leadership**

10. Which of the following is NOT a cause of conflict?

- a. Poor communication
- b. Weak leadership
- c. Effective teamwork
- d. Dissatisfaction with work environment

**Ans: c. Effective teamwork**



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11. Which of the following is a common reason for conflict?

- a. Abundant resources
- b. Competition for limited resources
- c. Flexible deadlines
- d. Clear communication

**Ans: b. Competition for limited resources**

12. What can cause conflict in a team?

- a. Collaborative leadership
- b. Status struggle
- c. Shared goals
- d. Open communication

**Ans: b. Status struggle**

13. Which of the following is NOT a reason for conflict?

- a. Different values and interests
- b. Poor communication
- c. Competition for resources
- d. Similar goals and objectives

**Ans: d. Similar goals and objectives**

14. Which of the following can lead to organizational conflict?

- a. Strong leadership
- b. Poor resource allocation
- c. Clear communication
- d. Flexible organizational structure

**Ans: b. Poor resource allocation**

15. Environmental factors that can lead to conflict include\_\_\_\_\_.

- a. Comfortable working conditions
- b. Environmental stress
- c. Job security
- d. Flexible work arrangements

**Ans: b. Environmental stress**



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16. What is a common emotional consequence of conflict?

- a. Happiness and satisfaction
- b. Hurt and resentment
- c. Excitement and enthusiasm
- d. Indifference and neutrality

**Ans: b. Hurt and resentment**

17. What mental health issues can conflict cause?

- a. Loneliness and depression
- b. Body pain
- c. Confidence and self-esteem
- d. Calmness and serenity

**Ans: a. Loneliness and depression**

18. Conflict can damage relationships, leading to\_\_\_\_\_.

- a. open communication and trust
- b. passive aggression and communication issues
- c. increased empathy and understanding
- d. improved collaboration and teamwork

**Ans.b. passive aggression and communication issues**

19. Which of the following is a consequence of unmanaged conflict in the workplace?

- a. Increased job satisfaction
- b. Reduced productivity
- c. Improved communication
- d. Enhanced collaboration

**Ans: b. Reduced productivity**

20. Conflict in the workplace can lead to \_\_\_\_\_.

- a. High morale
- b. Low morale
- c. Increased productivity
- d. Improved job satisfaction

**Ans: b.Low morale**



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21. What is the first step in conflict resolution?

- a. Compromise
- b. Evaluate solutions
- c. Identify the problem
- d. Seek mediation

**Ans: c. Identify the problem**

22. What conflict management step focuses on generating possible resolutions?

- a. Problem identification
- b. Solution evaluation
- c. Solution generation
- d. Compromise

**Ans: c. Solution generation**

23. What is the primary goal of conflict resolution?

- a. To win the argument
- b. To punish the opposing party
- c. To find a mutually beneficial solution
- d. To avoid conflict

**Ans: c. To find a mutually beneficial solution**

24. Which of the following is NOT a step in conflict resolution?

- a. Problem identification
- b. Solution generation
- c. Solution evaluation
- d. Avoidance

**Ans: d. Avoidance**

25. What is compromise in conflict resolution?

- a. Giving up one's interests entirely
- b. Finding solution that benefits all
- c. Insisting on one's own solution
- d. Avoiding conflict

**Ans: b. Finding solution that benefits all**



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26. What is the benefit of seeking mediation?

- a. Increased conflict
- b. Decreased communication
- c. Impartial perspective
- d. Loss of control

**Ans: c. Impartial perspective**

27. What conflict resolution skill involves expressing needs and wants clearly and respectfully?

- a. Empathy
- b. Assertiveness
- c. Active Listening
- d. Facilitation

**Ans: b. Assertiveness**

28. Which skill helps resolve conflicts by understanding others' perspectives?

- a. Meditation
- b. Empathy
- c. Creative Problem Solving
- d. Accountability

**Ans: b. Empathy**

29. Which skill helps resolve conflicts by finding innovative solutions?

- a. Creative Problem Solving
- b. Rude behaviour
- c. Assertiveness
- d. Accountability

**Ans: a. Creative Problem Solving**

30. In conflict resolution, which skill is essential for understanding others' needs and concerns?

- a. Active Listening
- b. Ignoring
- c. Inactive Listening
- d. Facilitation

**Ans: a. Active Listening**



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31. In conflict resolution, what skill involves guiding discussions to reach a resolution?

- a. Facilitation
- b. Interviewing
- c. Active Listening
- d. Assertiveness

**Ans: a. Facilitation**