

Learner Feedback Questions #302

1. Which of the following statements regarding conflict is true?

- Avoidance of conflict is the best solution when possible.
- Conflict is best confronted at the time of the incident that angers a person.
- Conflict resolution within a nursing team is best initiated by the manager.
- If team members work on conflict resolution, trust usually develops.

2. Most professionals say if a peer has a conflict involving them, they:

- prefer to hear about it from their manager
- want to hear about the problem directly from the upset worker
- don't want to hear about a one-time incident or behavior
- should let it go since everyone is equally stressed in the workplace

3. Most workplace conflicts are caused by:

- a co-worker's needs being ignored
- inequities perceived among team members
- inappropriate behavior and communication between team members
- lack of respect for team members

4. Which of the following is NOT an outcome of conflict management?

- accelerated learning
- everyone agrees with resolution
- staff retention and cohesiveness
- improved patient and staff safety

5. The first step in successful conflict resolution is:

- consulting an unbiased person
- planning your response and writing it down
- reflecting on what has been said or done
- considering how you should behave to get the results you desire

6. In conflict management, the adage "familiarity breeds contempt":

- should be followed since cliques may thwart conflict management
- means conflicts won't be resolved because it is not the group's culture to confront
- means collegial relationships with managers do not help to resolve staff conflict
- should not be followed; trust relationships need to develop for conflict management to occur

7. Which of the following conflict styles, related to animals, is desired to reach resolution and result in a win-win situation?

- dog
- shark
- teddy bear
- owl

8. The best way to decrease defensive behaviors when trying to resolve a conflict is to:

- establish "nondefensive behaviors" as a ground rule immediately
- state the problem at the beginning

- objectively and accurately
- ask everyone present to state their understanding of the problem
- request a neutral person present to ensure civility

9. Stephen Covey suggests the following action to decrease defensive behavior in conflicts:

- listen to the defensive person's position first
- be a passive listener to decrease escalation
- follow the Q-TIP principle
- refuse to talk to the person unless he has a workable solution

10. When leading a group of difficult staff during conflict management, the best action for the facilitator to take is to:

- physically keep the difficult staff apart during meetings
- separate the problem from the staff person's emotions
- reinforce the group facilitator is in control during the meeting
- ignore the person's feelings at all times

Evaluation

1. I can develop a greater awareness of my style under stress during conflicts.

- strongly agree
- agree
- neutral
- disagree
- strongly disagree

2. I can discuss the steps necessary to achieve successful resolution of conflicts.

- strongly agree
- agree
- neutral
- disagree
- strongly disagree

3. I can describe techniques to constructively communicate and reduce defensiveness.

- strongly agree
- agree
- neutral
- disagree
- strongly disagree

4. The objectives relate to the overall goal of the article.

- strongly agree
- agree
- neutral
- disagree
- strongly disagree

5. The article is well-written and logically organized, and defines terms adequately.

- strongly agree
- agree
- neutral
- disagree
- strongly disagree

Resolving Staff Conflict

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