1. Which of the following statements regarding conflict is true?
   a. Avoidance of conflict is the best solution when possible.
   b. Conflict is best confronted at the time of the incident that angers a person.
   c. Conflict resolution within a nursing team is best initiated by the manager.
   d. If team members work on conflict resolution, trust usually develops.

2. Most professionals say if a peer has a conflict involving them, they:
   a. prefer to hear about it from their manager.
   b. want to hear about the problem directly from the upset worker.
   c. don’t want to hear about a one-time incident or behavior.
   d. 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.
   b. want to hear about the problem.
   c. means collegial relationships with team members.
   d. should let it go since everyone is equally stressed in the workplace.

4. Which of the following is NOT an outcome of conflict management?
   a. accelerated learning.
   b. everyone agrees with resolution.
   c. staff retention and cohesiveness.
   d. improved patient and staff safety.

5. The first step in successful conflict resolution is:
   a. consulting an unbiased person.
   b. planning your response and writing it down.
   c. reflecting on what has been said and done.
   d. considering how you should behave to get the results you desire.

6. In conflict management, the adage “familiarity breeds contempt”:
   a. should be followed since cliques may thwart conflict management.
   b. means conflicts won’t be resolved because it is not the group’s culture to confront.
   c. means collegial relationships with managers do not help to resolve staff conflict.
   d. 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?
   a. dog
   b. shark
   c. teddy bear
   d. owl

8. The best way to decrease defensive behaviors when trying to resolve a conflict is to:
   a. establish “nondefensive behaviors” as a ground rule immediately.
   b. state the problem at the beginning.

9. Stephen Covey suggests the following action to decrease defensive behavior in conflicts:
   a. listen to the defensive person’s position first.
   b. be a passive listener to decrease escalation.
   c. follow the Q-TIP principle.
   d. 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:
    a. physically keep the difficult staff apart during meetings.
    b. separate the problem from the staff person’s emotions.
    c. reinforce the group facilitator is in control during the meeting.
    d. ignore the person’s feelings at all times.

Evaluation

1. I can develop a greater awareness of my style under stress during conflicts.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

2. I can discuss the steps necessary to achieve successful resolution of conflicts.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

3. I can describe techniques to constructively communicate and reduce defensiveness.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

4. The objectives relate to the overall goal of the article.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

5. The article is well-written and logically organized, and defines terms adequately.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

Resolving Staff Conflict

Earn 1 Contact Hour NOW!

Registration/Answer Form #302

Before March 16, 2011, take this test online by logging onto www.advanceweb.com/nurses or photocopy or cut out this page, complete the multiple choice questions by circling the correct answer and mail or fax to: ADVANCE for Nurses, Learning Scope, 2900 Horizon Dr., King of Prussia, PA 19406; 610-278-1420.

CUSTOMER INFORMATION

For accuracy, please print clearly. (N04)

Name:
Street Address:
City: State: Zip:
Daytime Phone:
E-mail Address:
License No. (FL required):

PAYMENT $8

Make check (any checks returned for non-sufficient funds will be assessed a $25 service fee) or money order payable to Merion Publications Learning Scope, 2900 Horizon Dr., King of Prussia, PA 19406, or pay by credit card:
Name of Cardholder:
Credit Card No.:
Exp. Date:

☐ American Express  ☐ Visa  ☐ MasterCard  ☐ Discover

THIS OFFERING EXPIRES IN 2 YEARS: MARCH 16, 2011

Keep ADVANCE Coming!

This may be only a trial copy or it may be time to renew. You won’t continue to receive ADVANCE for Nurses unless you contact us for your FREE subscription.

☐ YES! I am an RN, sign me up!
Date:  Signature:

E-mail:

JOB TITLE: that best describes your position (fill in just one circle completely)
☐ Dr. of Nursing (DON)  ☐ Nursing Faculty
☐ Manager/Supervisor  ☐ Private Practice
☐ Nurse Practitioner  ☐ Senior Nursing Student
☐ Nursing Administrator  ☐ Other:

PRACTICE SETTING: that best describes your setting (fill in just one circle completely)
☐ Ambulatory  ☐ Home Health
☐ Case Management  ☐ Hospice
☐ Chemical Dependency  ☐ ICU
☐ Clinical Specialist  ☐ Infection Control
☐ Critical Care  ☐ IV Therapy
☐ DVT  ☐ Managed Care
☐ Dialysis  ☐ Managerial/Administrative
☐ Education  ☐ Material/Child
☐ ED/ER  ☐ Med/Surg
☐ Geriatrics/LTC  ☐ Pediatrics
☐ Gynecology  ☐ Psychiatric
☐ No, I do not wish to receive a FREE subscription.

N04