1. Which of the following best defines the term “conflict”?  
   a. the perception someone else’s actions will interfere with one’s own goals  
   b. differences of opinion  
   c. inappropriate behavior  
   d. interdepartmental rivalry

2. The goal of conflict resolution is to:  
   a. defeat the opposition  
   b. avoid unnecessary disagreements  
   c. restore stability and foster wholesome communication  
   d. let others know that they irritate you

3. The terms “substantive conflict” and “affective conflict” refer to:  
   a. conflict over important issues and conflict over trivial issues  
   b. conflict over workplace goals and conflict over interpersonal issues  
   c. different perceptions of what the conflict is really about  
   d. conflict with co-workers and conflict with patients

4. Active approaches to conflict resolution are more likely to:  
   a. result in high “payoffs”  
   b. lead to a win-lose outcome  
   c. result in further conflict  
   d. to be seen as a “team player”

5. As an approach to conflict resolution, collaboration is:  
   a. an indication of weakness  
   b. difficult to achieve in the workplace  
   c. not worth the effort  
   d. both active and rational

6. The four stages of the conflict process are:  
   a. substantive, active, affective and passive  
   b. awareness, cause, importance and urgency  
   c. avoidance, competing, giving up and accommodating  
   d. frustration, conceptualization, action and outcome

7. Organizational culture:  
   a. precludes individual decision making  
   b. affects the selection of an approach to conflict resolution  
   c. tenses to foster competition between departments  
   d. is not particularly relevant to selection of an approach to conflict resolution

8. Passive approaches, such as avoidance or accommodation, may be perfectly satisfactory:  
   a. to avoid getting into trouble  
   b. to prevent hurt feelings  
   c. if the issue is inconsequential  
   d. to be seen as a “team player”

9. Saying what you want and need:  
   a. is unnecessarily aggressive  
   b. makes it easier for the other party to understand your concerns  
   c. only works for a competitive approach  
   d. is generally seen as whining

10. A positive approach to conflict resolution:  
    a. makes you appear weak  
    b. never works in an urgent situation  
    c. supports the effective functioning of the clinical team  
    d. ignores the realities of a competitive workplace

---

**Evaluation**

1. I can define conflict, distinguish between substantive and affective sources of workplace conflict and outline the stages of the conflict process.  
   a. strongly agree  
   b. agree  
   c. neutral  
   d. disagree  
   e. strongly disagree

2. I can explain why effective conflict resolution requires a conscious decision to actively address substantive workplace issues, as well as the emotional concerns of the individuals involved.  
   a. strongly agree  
   b. agree  
   c. neutral  
   d. disagree  
   e. strongly disagree

3. I can explain why taking a positive approach to conflict resolution benefits patients and staff, and supports the effective functioning of the clinical team.  
   a. strongly agree  
   b. agree  
   c. neutral  
   d. disagree  
   e. strongly disagree

4. I can describe an effective approach to resolving conflict in the workplace.  
   a. strongly agree  
   b. agree  
   c. neutral  
   d. disagree  
   e. strongly disagree

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

6. 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 Workplace Conflict**

**Earn 1 Contact Hour NOW!**

**Registration/Answer Form #405**

**LEARNER FEEDBACK QUESTIONS**

<table>
<thead>
<tr>
<th>1.</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before October 29, 2014, print 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; 610-278-1426.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CUSTOMER INFORMATION**

For accuracy, please print clearly.  

Name:  
Daytime Phone:  
State:  
License No. (FL required):  
City:  
Exp. Date:  
Zip:  
License No.:  
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:  
E-mail Address:  
Credit Card No.:  
Expiration Date:  
E-mail:  
Date:  
Signature (required):  

---

**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 a Nurse, sign me up!  

[ ] I prefer to receive a PRINT SUBSCRIPTION.  

[ ] I prefer to receive the DIGITAL EDITION. (e-mail address required below)  

[ ] I prefer to receive BOTH a print and digital edition. (e-mail address required below)

Date:  
Signature (required):  

---

**E-mail:**

**JOB TITLE** that best describes your position (fill in just one circle completely)

[ ] RN  
[ ] Manager/Supervisor  
[ ] Nursing Administrator  
[ ] Nursing Faculty  
[ ] Private Practice  
[ ] Staff Development  
[ ] Staff Nurse  
[ ] Program Director  
[ ] Student  
[ ] School Nurse

---

**PRACTICE SETTING** that best describes your setting (fill in just one circle completely)

[ ] Ambulatory  
[ ] Cardiac  
[ ] Critical Care  
[ ] COPA  
[ ] Dermatology  
[ ] Dialysis  
[ ] Education  
[ ] ED/ER  
[ ] Geriatrics/LTC  
[ ] Gynecology  
[ ] Home Health  
[ ] Hospice  
[ ] ICU  
[ ] Infection Control  
[ ] IV Therapy  
[ ] Managed Care  
[ ] Management/Executive  
[ ] Material/Child  
[ ] Med/Surg  
[ ] MR/DX  
[ ] Nursing/Clinical Informatics  
[ ] Occupational Health  
[ ] Office  
[ ] Oncology  
[ ] OR/IR/CACU  
[ ] Orthopedics  
[ ] Pediatrics  
[ ] Psychiatry  
[ ] Public Health  
[ ] Rehab  
[ ] Research  
[ ] Sales/Marketing  
[ ] School Nurse  
[ ] Student  
[ ] Subacute  
[ ] Support Staffing  
[ ] Travel Nursing  
[ ] U/R/VA

---

**Continue to page 4 for practice setting and feedback questions.**