

# Stop the Drama! Eliminating Conflict in Your Practice



## Course Quiz

Name: \_\_\_\_\_

This quiz is designed to assess your understanding of the course: *Stop the Drama! Eliminating Conflict in Your Practice*. Read each question carefully and select the best answer.

1. A(n) \_\_\_\_\_ conflict is a difference of opinion that has not been talked through and has grown into a problem that can affect individuals, the team, and the practice.
  - A. Unresolved
  - B. Negative
  - C. Difficult
  - D. Workplace
  
2. Which is not one of the three primary reasons why conflict starts and grows?
  - A. Inference of negative intent
  - B. Gossip
  - C. Time
  - D. Fight or flight response
  
3. \_\_\_\_\_ statements are statements you can use to open a difficult conversation like, "I'd like to have a conversation with you about something that has been bothering me."
  - A. Action
  - B. Opening
  - C. Solution
  - D. Closing

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4. When you engage in a conversation about conflict, you should be able to resolve all issues immediately.
- A. True
  - B. False
5. There are four steps that you can follow to successfully discuss and resolve conflicts. Which step should you complete first?
- A. Prepare to have an effective conversation to address conflict.
  - B. Practice until addressing conflicts in an open, respectful way becomes a habit.
  - C. Identify conflicts as soon as they arise.
  - D. Engage in the conversation and work on solutions.

Score: \_\_\_\_\_ / 5