
Interactive quiz

1. Which of the following is an example of interpersonal conflict?

- a) A disagreement over office supplies
- b) A misunderstanding with a customer
- c) A dispute with a supplier

Answer: b) A misunderstanding with a customer

2. Which of the following is an example of intrapersonal conflict?

- a) A disagreement with a colleague over a project
- b) A feeling of uncertainty about a decision
- c) A negotiation with a vendor over pricing

Answer: b) A feeling of uncertainty about a decision

3. Which of the following is an example of organizational conflict?

- a) A disagreement between two employees
- b) A power struggle between managers
- c) A conflict between a customer and an employee

Answer: b) A power struggle between managers

4. Which of the following is an example of community conflict?

- a) A disagreement over a proposed development project
- b) A dispute between neighbours over a fence
- c) A conflict between a customer and a business owner

Answer: a) A disagreement over a proposed development project

5. Which of the following is an example of cross-cultural conflict?

- a) A disagreement between two employees from different departments
- b) A dispute between colleagues over office space
- c) A conflict between two employees from different cultural backgrounds

Answer: c) A conflict between two employees from different cultural backgrounds

Exercise

1.What is active listening?

- A) Listening while actively doing something else
- B) Listening with the intent to respond
- C) Listening with the intent to understand
- D) Ignoring what the speaker is saying

Answer: C) Listening with the intent to understand

2.What are some common barriers to active listening?

- A) Multitasking, distractions, and preconceptions
- B) Nodding, eye contact, and verbal affirmations
- C) Interrupting, finishing sentences, and jumping to conclusions
- D) Reflecting, paraphrasing, and summarizing

Answer: A) Multitasking, distractions, and preconceptions

3.What is reflective listening?

- A) Repeating what the speaker says word-for-word
- B) Summarizing the speaker's points in your own words
- C) Interrupting the speaker to offer advice
- D) Ignoring the speaker's emotions

Answer: B) Summarizing the speaker's points in your own words

4.Why is active listening important?

- A) It helps you dominate the conversation
- B) It ensures that you don't miss any important details
- C) It shows respect for the speaker and can improve relationships
- D) It is a way to avoid conflict entirely

Answer: C) It shows respect for the speaker and can improve relationships

5.What are some active listening techniques you can use?

- A) Interrupting the speaker, offering advice, and finishing their sentences
- B) Nodding your head, looking away, and using filler words like "uh-huh"

- C) Reflecting, paraphrasing, and summarizing
- D) Ignoring the speaker and focusing on something else

Answer: C) Reflecting, paraphrasing, and summarizing