# Conflict Resolution Exam

1. Which of the following is not a myth about anger?

1. Getting angry is the only way to get things done
2. There are many ways to deal with anger
3. Strongly confronting angry people will back them down
4. Ignore it and it will go away

2. "Controlling yourself includes which of the following techniques?

1. Holding your breathe
2. Negative self-talk
3. Counting to three
4. Relaxing

3. Which of the following is one of the most effective anger management techniques?

1. Think before you speak
2. Get some exercise
3. Respond rather than react
4. Use humor

4. Which of the following is a sign of when to seek help?

1. Knowing what anger is
2. Determining what triggers your anger
3. Responding in a passive-aggressive manner
4. Exploring underlying feelings

5. Learning better ways to communicate is a useful technique for anger management.

1. True
2. False

6. While outwardly submissive, indecisive, and helpless, inside there may be inner conflict, tension, stress, and an inability to meet one's own needs fueling feelings of frustration and anger. This defines which type of behavior?

1. Aggressive
2. Passive-aggressive
3. Passive
4. Assertive

7. This type of behavior involves expressing, beliefs, feelings, and preferences in a way which is direct, honest, and appropriate and shows a high degree of respect.

1. Passive
2. Assertive
3. Aggressive
4. Passive-aggressive

8. Behavior that demands self-expression, attacks, or humiliates other people, generally in a way which shows lack of respect for others is which of the following?

1. Aggressive
2. Assertive
3. Passive
4. Passive-Aggressive

9. Which of the following is not one of the six types of difficult people?

1. Uncooperative
2. Consistent
3. Lackadaisical
4. Whining

10. Which of the following is a strategy for dealing with difficult people?

1. Stop wishing they were different
2. Argue and don't acknowledge them
3. Judge others prior to communication

11.-- Listen to what is being said without keeping an open mind List 5 factors that contribute to hostility.