

WEBINAR: FROM CONFLICT TO PEAK PERFORMANCE

Name:	Date:
Organization:	

Upon completion of the exam, please submit your answers via e-mail (pbhcs@mail.med.upenn.edu), fax at 215-746-7454, or by regular mail to PENN Behavioral Health Corporate Services, 3535 Market Street 4th Floor, Philadelphia, PA 19104.

Please circle the correct answer for each question. When you are finished, submit your answers to Penn Behavioral Health for certification of your compliance. With a passing score of at least nine (9) correct answers, you will receive a certificate of completion which you can submit to your organization.

1. The webinar was broken into which two parts?
 - a. Difficult Employers and Difficult Workplaces
 - b. Difficult People and Difficult Situations
 - c. Difficult Customers and Difficult Relationships
2. According to recent statistics, what percentage of a manager's time is spent reaching agreement with others when conflicts occur?
 - a. 30% to 42%
 - b. 12% to 15%
 - c. 6% to 10%
3. Which of the following is not one of the hidden costs of conflict listed in the webinar?
 - a. Performance
 - b. Morale
 - c. Retention
 - d. Angry Staff
4. The three fundamental principles that most people do not take into account when they enter into conflict are?
 - a. Race, Religion, and Relationships
 - b. Who, What, and Where
 - c. Intensity, Frequency, and Patterns

5. True or False, there are early signs and warnings that tell a manager they need to intervene.
 - a. True
 - b. False

6. The most effective style that can be used to achieve both high relationships and the most tasks or conflicts being resolved is?
 - a. Compromise
 - b. Impose
 - c. Collaborate

7. The style that a manager should lead with is:
 - a. Compromise
 - b. Impose
 - c. Collaborate

8. When a collaborative approach does not work, the manager should fall back on which style?
 - a. Compromise
 - b. Impose
 - c. Avoid

9. Which of the following is not part of the steps involved in problem solving (layers of the iceberg)?
 - a. Identifying the symptoms
 - b. Understanding the problem
 - c. Realizing the depth of the problem
 - d. Finding the root causes for solutions

10. Who is responsible for resolving a problem is based on which three things?
 - a. The intensity, frequency and impact of the problem
 - b. The timing, history, and desire to resolve the problem
 - c. The skill, will, and patience of the problem solver

11. Managers should begin the process of problem solving in the workplace by?
 - a. Figuring out which of their employees are causing the problems
 - b. Determining what environmental factors are contributing to the problems
 - c. Taking notes regarding when and where the problems are occurring
 - d. Monitoring their own styles and behaviors

12. Which of the following behaviors should managers avoid when trying to resolve conflict?
 - a. Enabling, counseling or taking sides
 - b. Ignoring, postponing, or instigating
 - c. All of the above