



Name: _____ Date: _____ Score: _____ / 8

CIRCLE THE CORRECT ANSWER FOR EACH QUESTION

Q1. What does LEAPS stand for in conflict management?

- A. Listen, Empathise, Ask, Paraphrase, Summarise
- B. Look, Engage, Assess, Plan, Solve
- C. Listen, Evaluate, Approach, Plan, Support
- D. Locate, Engage, Assess, Prevent, Solve

Q2. What is the first sign that a situation may be escalating?

- A. Physical contact
- B. Raised voice and agitated body language
- C. Verbal threats
- D. Property damage

Q3. What type of questions should you use when de-escalating a conflict?

- A. Closed questions requiring yes/no answers
- B. Leading questions
- C. Open questions starting with who, what, when, where, how
- D. Rhetorical questions

Q4. What does 'proxemics' mean in conflict management?

- A. The use of verbal communication
- B. The management of personal space and distance
- C. The study of conflict causes
- D. The use of physical restraint

Q5. What should you do if a person becomes physically aggressive?

- A. Restrain them immediately
- B. Disengage, create distance, call for assistance
- C. Argue back to establish authority
- D. Ignore the behaviour

Q6. What is a 'trigger' in conflict management?

- A. A physical weapon
- B. Something that causes a person to become agitated or aggressive
- C. A de-escalation technique
- D. An alarm system

Q7. What body language should you adopt when de-escalating?

- A. Arms crossed, direct eye contact, upright posture
- B. Open, non-threatening, relaxed, side-on stance
- C. Hands on hips, leaning forward
- D. Pointing finger, raised voice

Q8. What is the purpose of a post-incident debrief?

- A. To discipline the person involved
- B. To review what happened, provide support and prevent recurrence
- C. To write a formal complaint
- D. To complete insurance paperwork

Answer Key (Trainer Use Only): Q1:A Q2:B Q3:C Q4:B
Q5:B Q6:B Q7:B Q8:B