

■ Conflict Management Trainer — Knowledge Check Quiz

15 Multiple Choice Questions | Free Trainer Resource | trainerresources.com

Instructions: Circle or tick the correct answer for each question. This quiz covers key knowledge areas for the **Conflict Management Trainer** course. Pass mark: 12/15 (80%). Answers are provided on the final page.

Q1. What is the primary aim of conflict management?

- A) To win arguments
- B) To de-escalate situations and find peaceful resolutions
- C) To avoid all conflict
- D) To report all incidents

Q2. What does de-escalation mean?

- A) Making a situation worse
- B) Reducing the intensity of a conflict through communication and behaviour
- C) Calling for backup
- D) Physical restraint

Q3. What is the fight-or-flight response?

- A) A conflict resolution technique
- B) A physiological response to perceived threat — preparing to fight or flee
- C) A communication model
- D) A management strategy

Q4. What communication style is most effective in conflict situations?

- A) Aggressive
- B) Passive
- C) Assertive
- D) Passive-aggressive

Q5. What does LEAPS stand for in conflict resolution?

- A) Listen, Empathise, Ask, Paraphrase, Summarise
- B) Look, Evaluate, Act, Plan, Solve
- C) Listen, Explain, Assess, Prevent, Solve
- D) Look, Empathise, Assess, Plan, Summarise

Q6. What is active listening?

- A) Hearing words only
- B) Fully concentrating, understanding, responding and remembering what is said
- C) Nodding along
- D) Waiting for your turn to speak

Q7. What is a trigger in conflict situations?

- A) A weapon
- B) Something that provokes an emotional response and escalates conflict

- C) A warning sign
- D) A management tool

Q8. What is the role of body language in conflict?

- A) It is irrelevant
- B) It accounts for a significant part of communication and can escalate or de-escalate conflict
- C) Only facial expressions matter
- D) Only tone of voice matters

Q9. What is a dynamic risk assessment?

- A) A written risk assessment
- B) A continuous, real-time assessment of risks as a situation develops
- C) An annual review
- D) A team risk assessment

Q10. What should you do after a conflict incident?

- A) Forget about it
- B) Complete an incident report, debrief, and access support if needed
- C) Only report if someone was injured
- D) Discuss only with colleagues

Q11. What is the difference between assertive and aggressive behaviour?

- A) They are the same
- B) Assertive respects others' rights; aggressive violates others' rights
- C) Aggressive is more effective
- D) Assertive is passive

Q12. What is the purpose of personal space in conflict?

- A) To intimidate
- B) Maintaining appropriate distance reduces threat perception and allows exit routes
- C) To show dominance
- D) It has no purpose

Q13. What is post-incident support?

- A) A punishment for staff involved in incidents
- B) Support provided to staff after a traumatic or difficult incident
- C) A disciplinary process
- D) An insurance claim

Q14. What legislation is relevant to conflict management in the workplace?

- A) Health and Safety at Work Act 1974 and Management of Health and Safety Regulations
- B) Only the Criminal Justice Act
- C) Only employment law
- D) There is no relevant legislation

Q15. What is the colour-coded threat awareness model?

- A) Red, Amber, Green
- B) White (relaxed), Yellow (alert), Orange (specific threat), Red (attack imminent)
- C) Blue, Green, Yellow, Red

D) Green, Amber, Red only

Answer Key

Q1: B Q2: B Q3: B Q4: C Q5: A Q6: B Q7: B Q8: B Q9: B Q10: B Q11: B Q12: B Q13: B Q14: A Q15: B

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