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70%

Kenney
Weaver

Chapter 5 Test
Matching

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- | | |
|-----------------------------|--|
| 1) Conflict | a) A way of thinking about something |
| 2) Opinion | b) A belief |
| 3) Point of view | c) A strong disagreement caused by a difference in needs or points of view |
| 4) I messages | d) The opposite of an attacking message |

True or False

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- 5) Conflicts often result when people have different needs or points of view.
- 6) Understanding others' needs or points of view can often lead to a big conflict
- 7) "I messages" explain what is bothering you without attacking the other person.
- 8) Some conflicts are caused by not telling people when they are bothering you.
- 9) You can avoid some conflicts by explaining your opinions with confidence.
- 10) Angry feelings can make a conflict better.
- 11) If you tell yourself something negative, you can make yourself feel better.
- 12) To settle a conflict, do not listen to each other's point of view, be stubborn and you will win.
- 13) Conflict is bad and you should always just do what you can to get along.
- 14) The only way to win a conflict is to make sure you are right and the other person is wrong.
- 15) It is important to look someone in the eye and use good body language when speaking to them.
- 16) You should always yell louder to get your point across so that you look right.

Multiple Choice

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- 17) You can avoid conflicts by all of the above
- a) explaining your opinions confidently.
- b) using good listening skills
- c) avoiding putting down others
- d) all of the above
- 18) To avoid angry feelings, you should discuss the problem with someone else
- a) discuss the problem with someone else
- b) never take time to cool off
- c) not take deep breaths
- d) avoid exercise
- 19) There are three parts to an "I message" one of them is I feel, second one is when you, the third one is because
- a) because
- b) how come
- c) you should
- d) I don't know

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20) Think of a conflict you or someone you know had with someone else. What could you do better now?

Oral

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