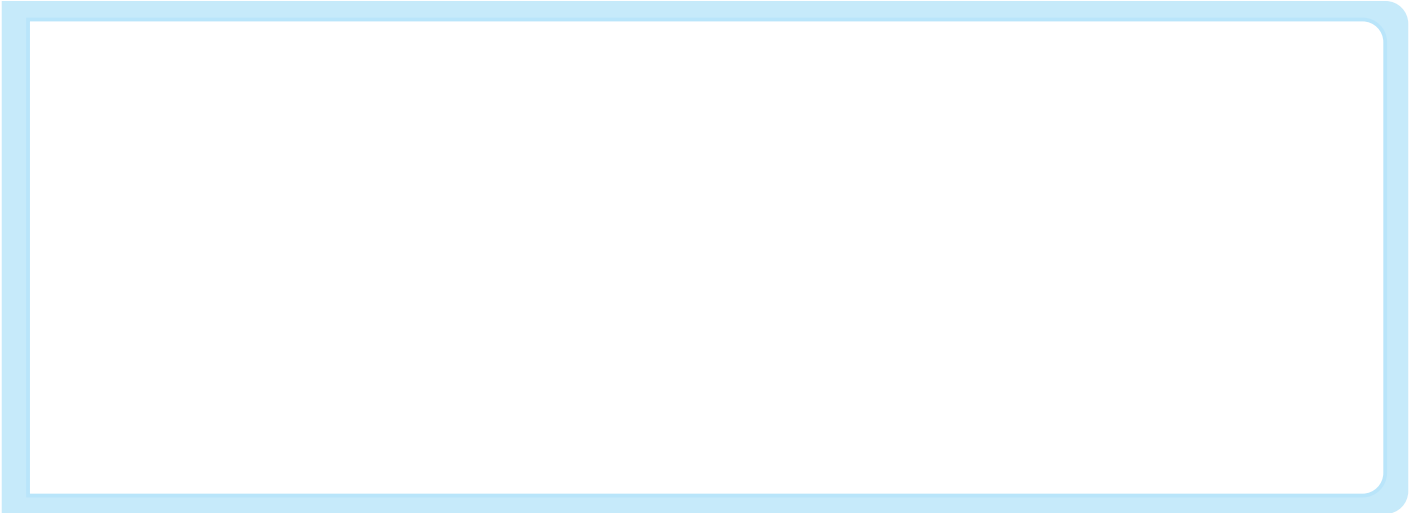


Question 1

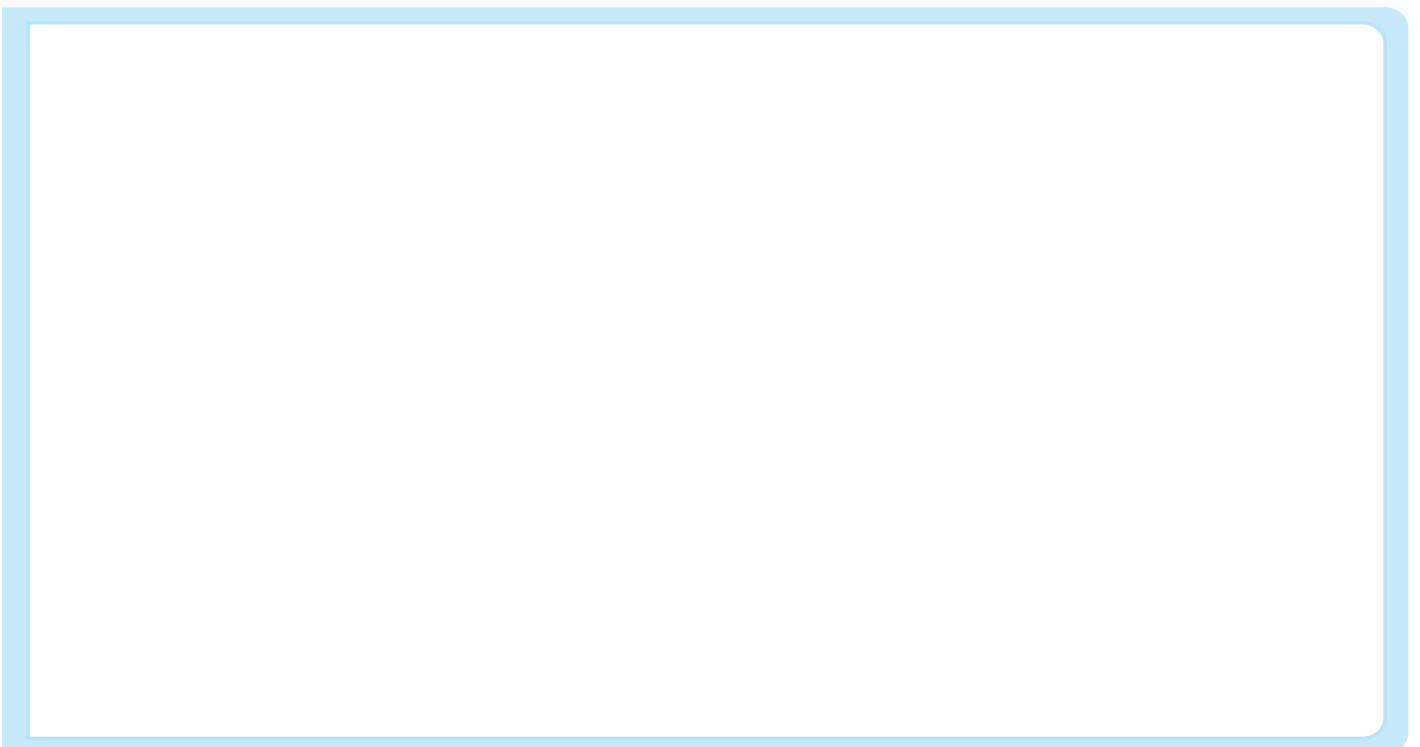
The principles of conflict management appropriate to the role.

Identify **SIX** situations that can lead to conflict.



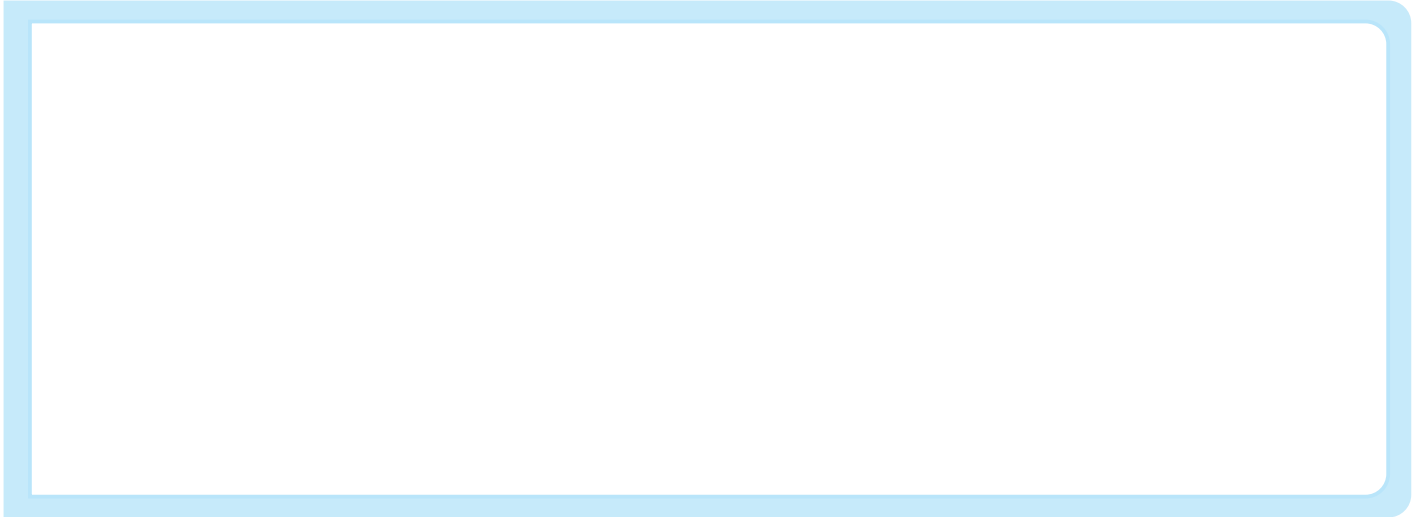
Question 2

Describe **FOUR** stages of escalation in a conflict situation.



Question 3

Identify the stages of the attitude and behaviour cycle.

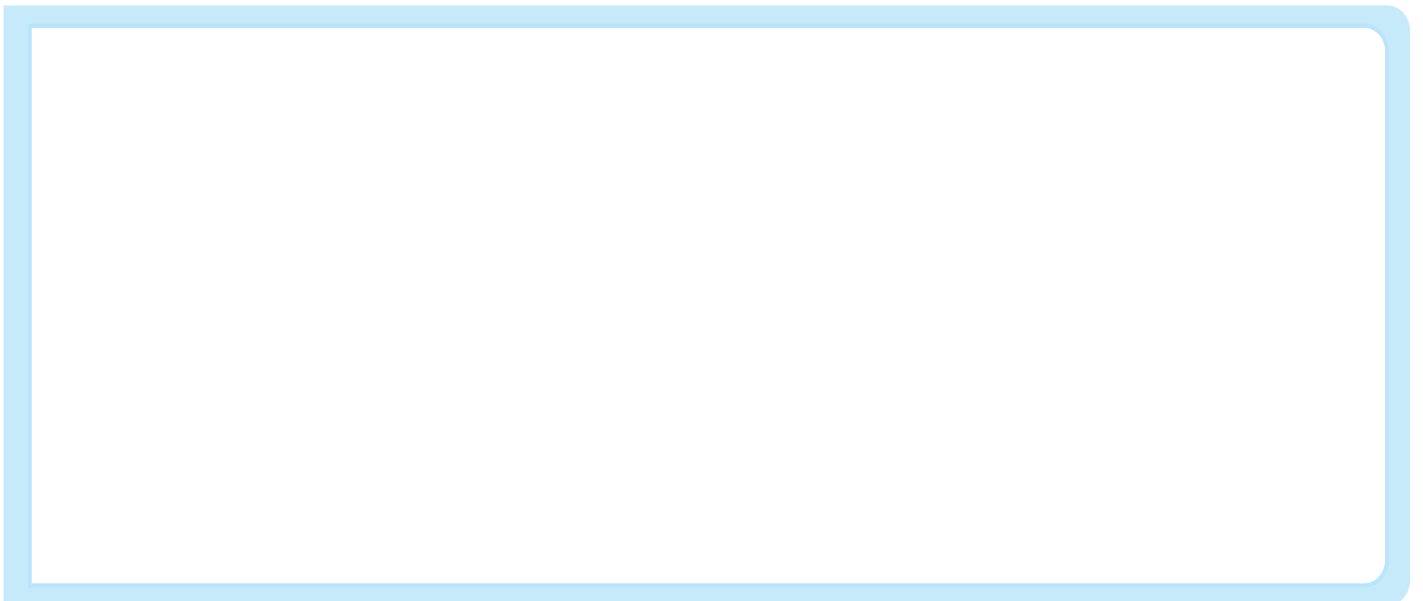


Question 4

Recognising, assessing and reducing risk in conflict situations.

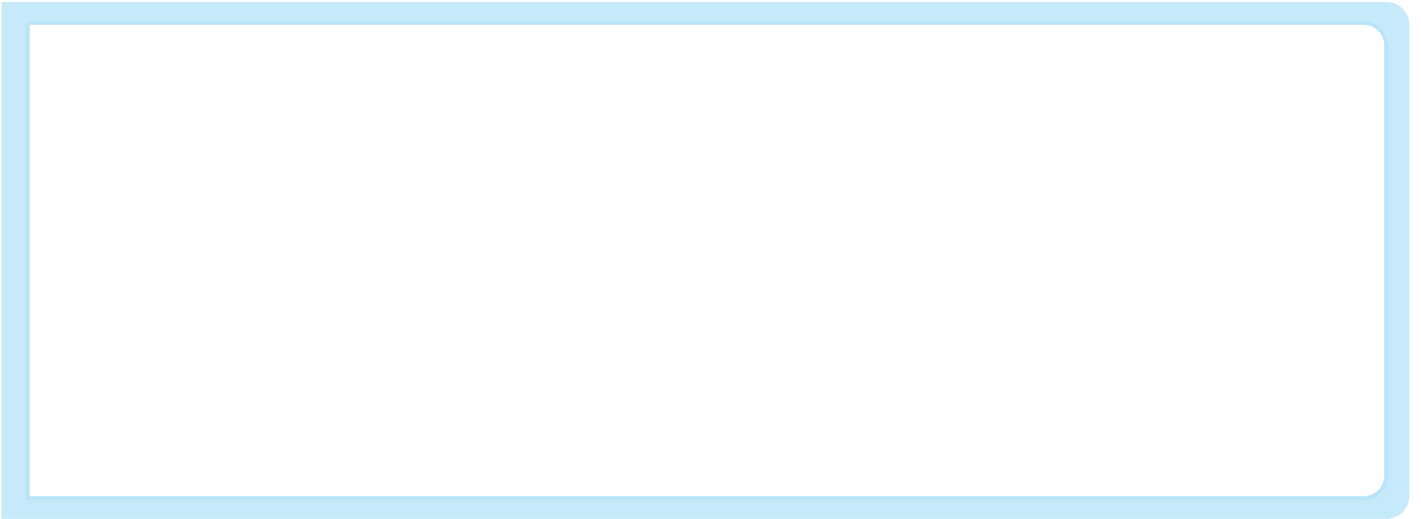
What are the factors, triggers and inhibitors appropriate to a conflict situation?

- 1 - Factors
- 2 - Triggers
- 3 - Inhibitors



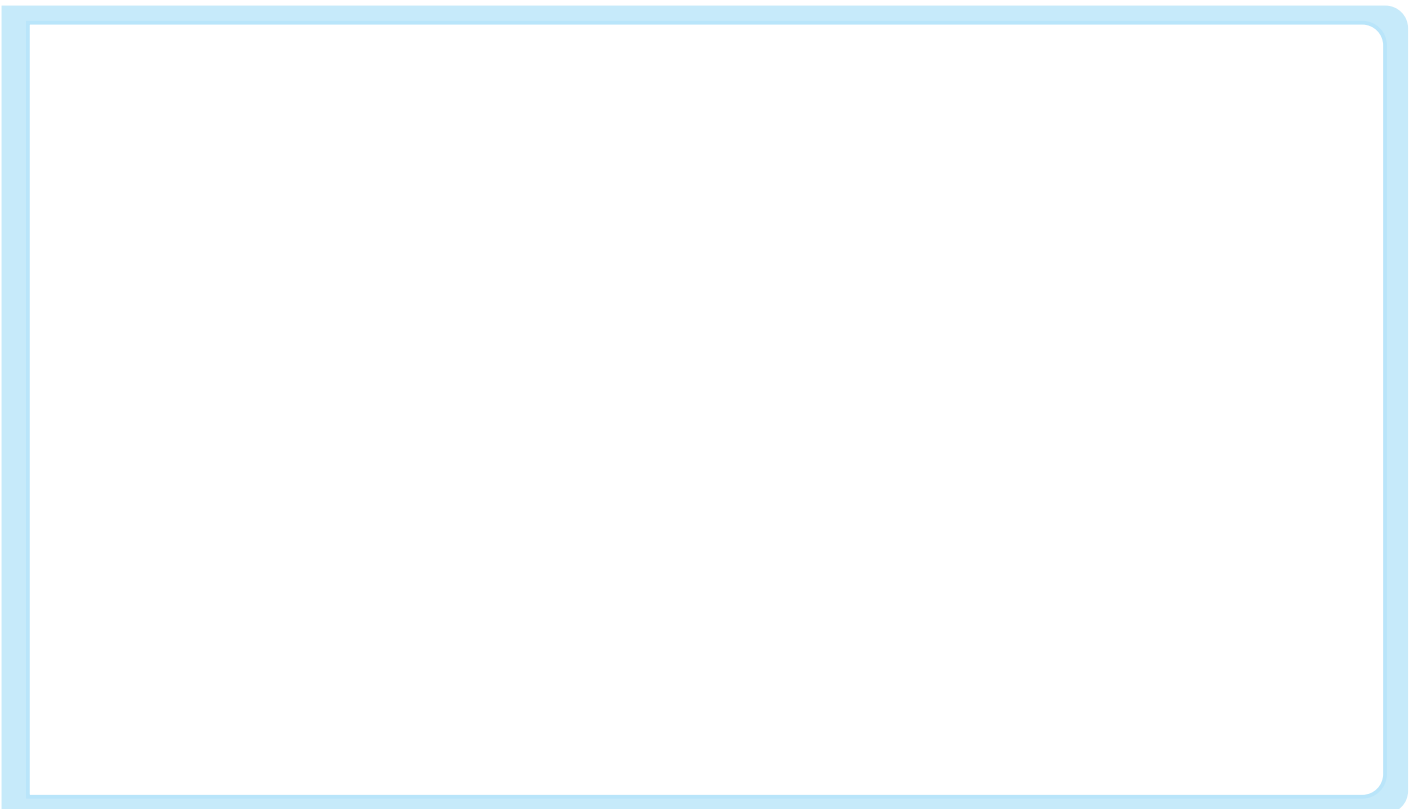
Question 5

Identify **FIVE** potential responses to a conflict situation.



Question 6

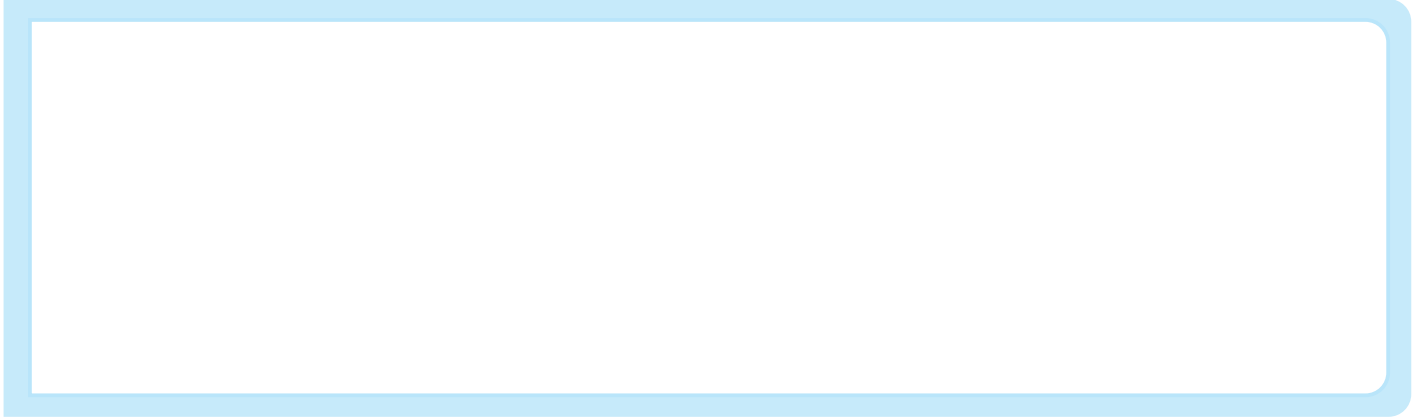
State **FOUR** de-escalating techniques.



Question 7

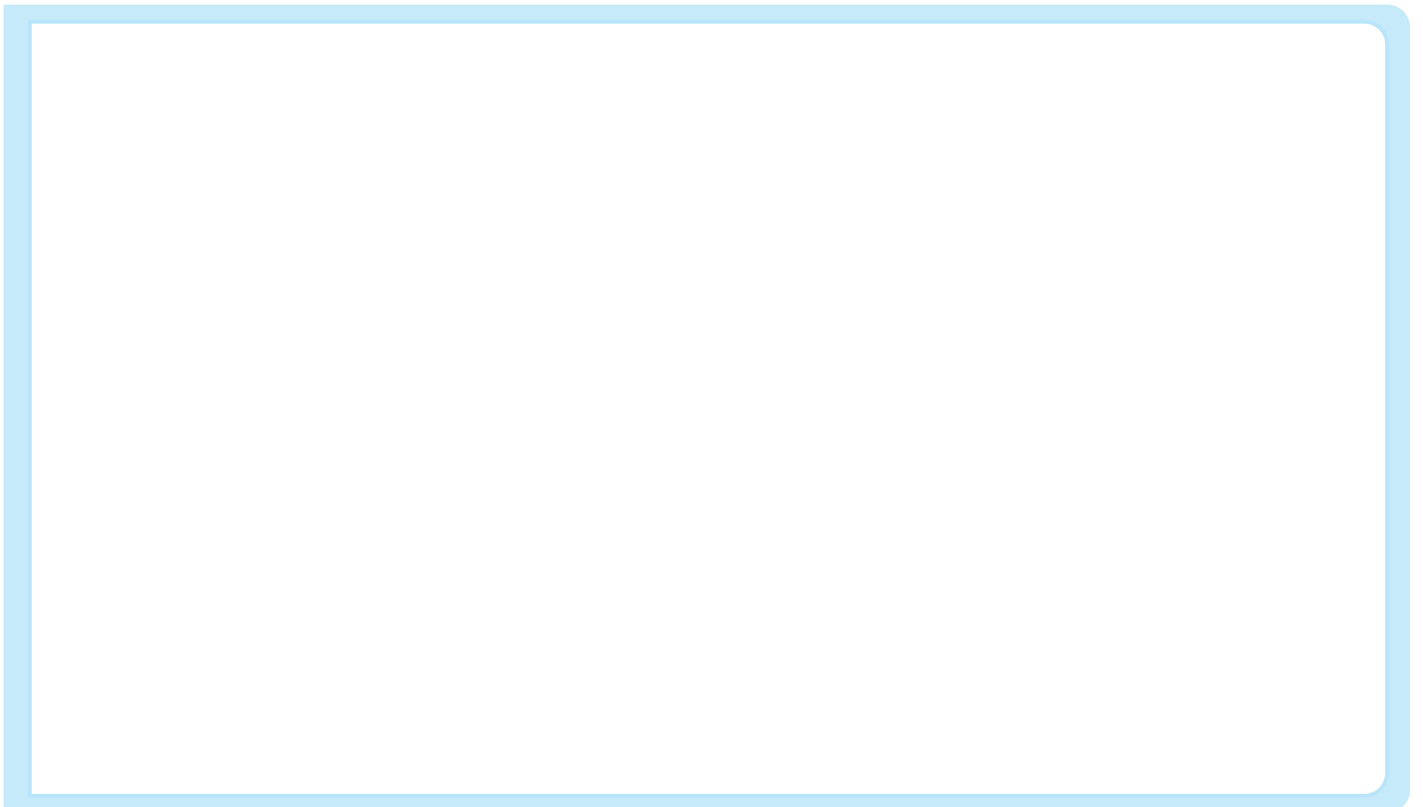
Problem-solving techniques.

Explain how to use empathy to resolve conflict situations.



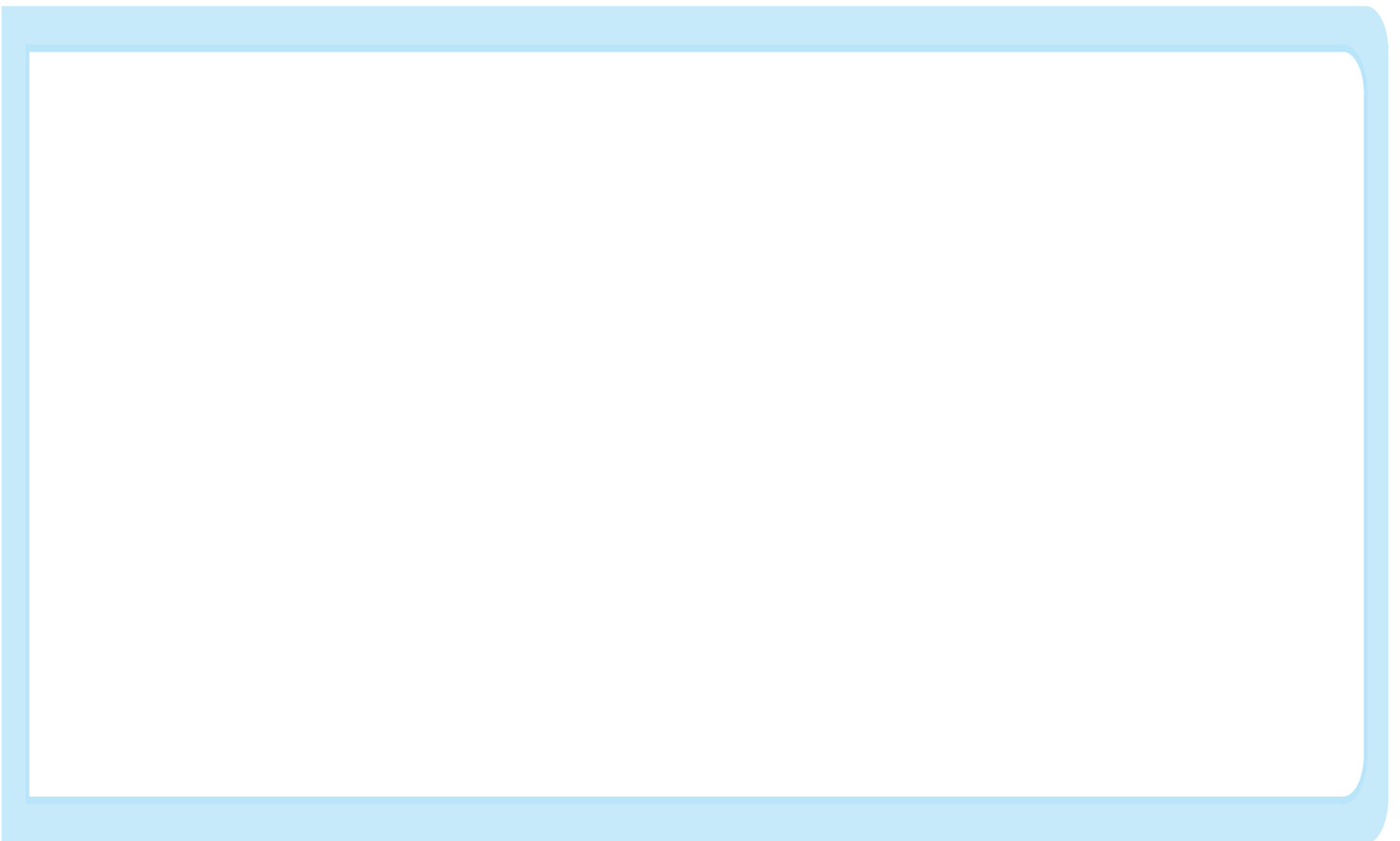
Question 8

State the benefits of using problem-solving techniques when resolving conflict.



Question 9

Explain how the win-win approach works to resolve conflict situations.



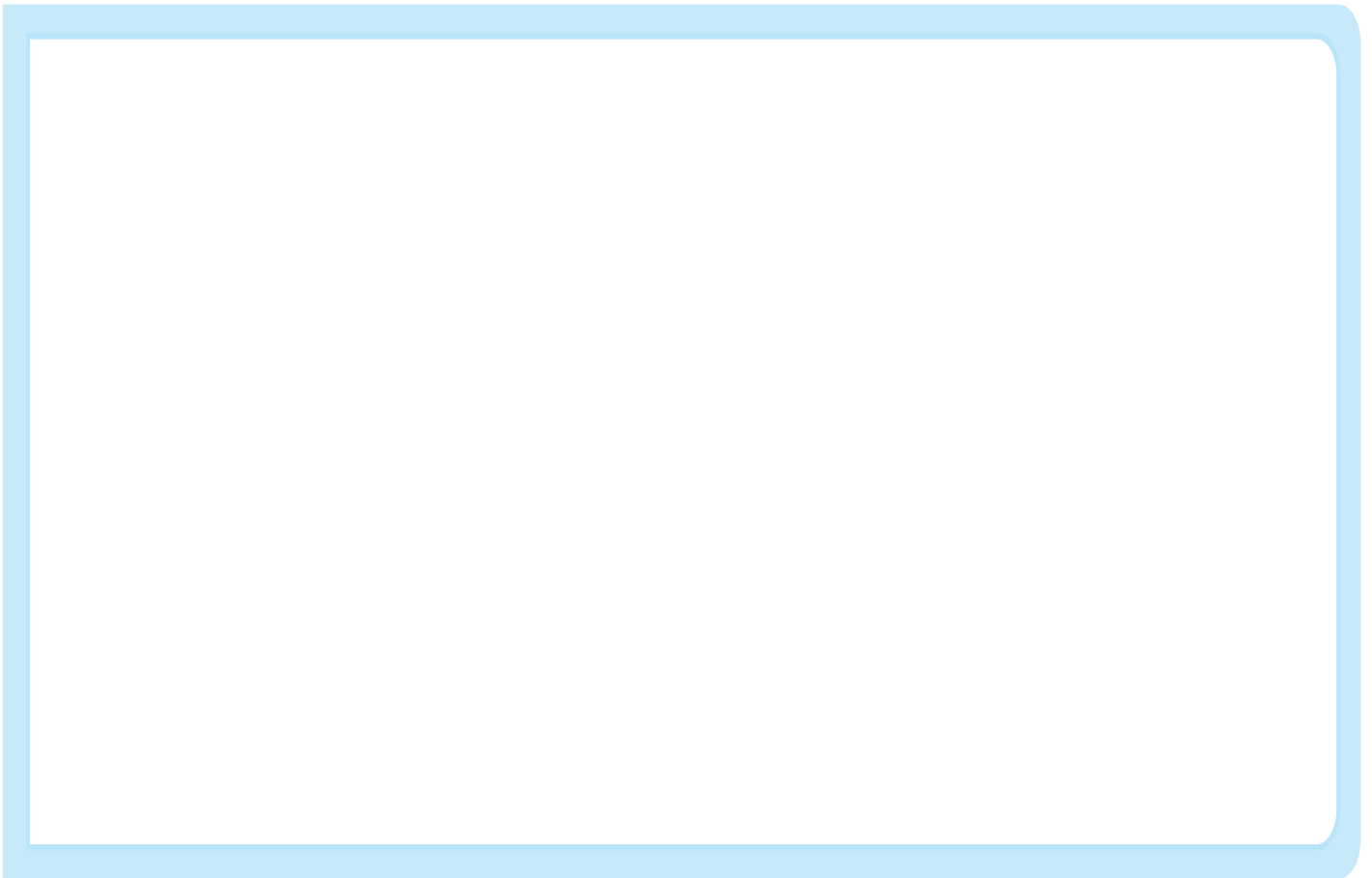
Question 10

Communication to de-escalate conflict.

identify different verbal and non-verbal communication techniques.

1 - Verbal

2 - Non-verbal



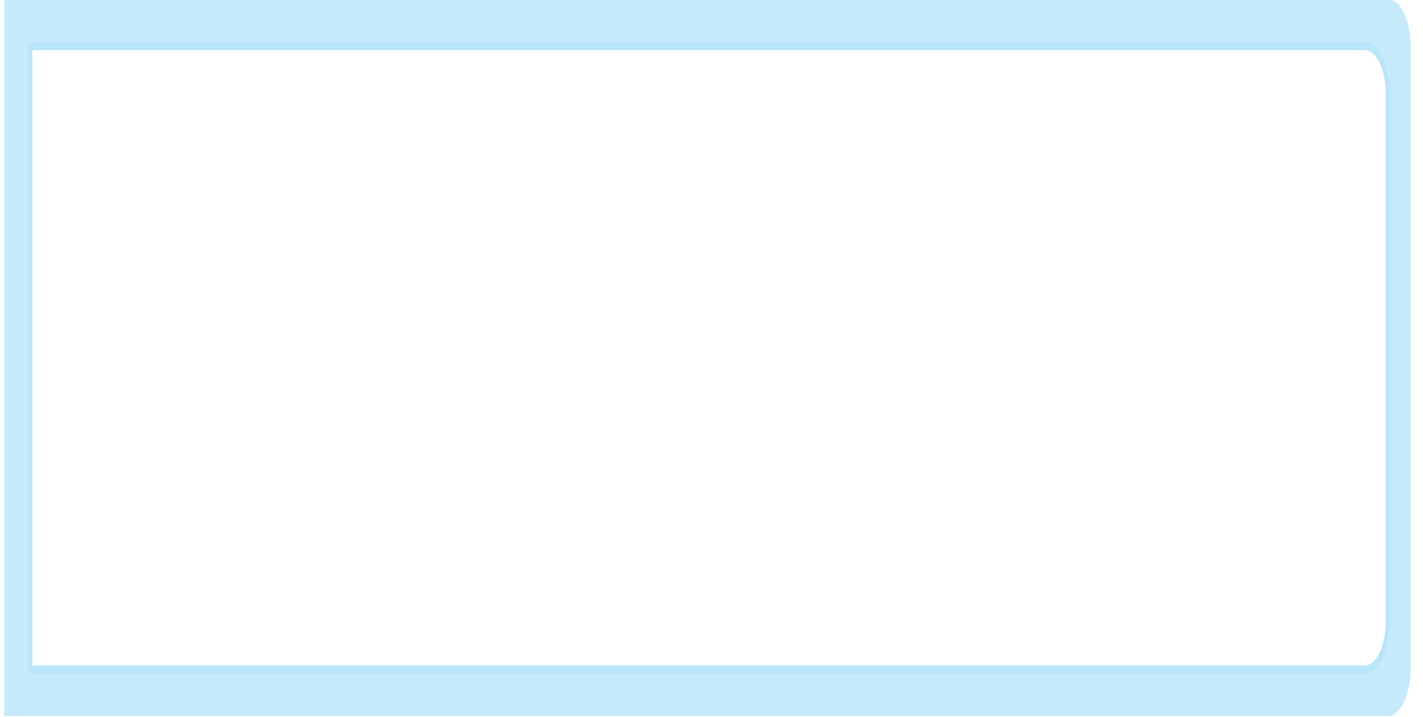
Question 11

Identify **THREE** behaviour types and provide examples of each.

1 - Behaviour type/example

2 - Behaviour type/example

3 - Behaviour type/example



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