

1. Give some examples to why difficult behaviour might occur?

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2. Behaviour that may come from challenging behavioural issues include: aggression, fear, tears and pleas for sympathy?

- A True
- B False

3. Behaviour is where people react and conflict arises, at this stage you might?

- A Fight, flight, freeze or face the conflict
- B Fidget, flight, freeze or face the conflict
- C Fight, think, freeze or face the conflict

4. Outline the 5 conflict styles identified by Thomas and Killman?

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5. Elephant cards is a technique used to help change people's habits?

- A True
- B False

6. There are positive effects that can come from conflict, explain?

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7. When observing the stages of conflict development, the latent stage is where you may see potential opposition?

- A True
- B False

8. ACAS provides free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law. ACAS is an abbreviation for?

- A Action, Conciliation, and Arbitration Service
- B Advisory, Conciliation, and Arbitration Service
- C Advisory, Communication, and Arbitration Service

9. Give at least 5 examples of negative impact of conflict?

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