



Developing Top-Notch CNAs, One Inservice at a Time

A Professional Growth Module: Conflict in the Workplace

EMPLOYEE NAME
(Please print):

DATE: _____

- ***I understand the information presented in this inservice.***
- ***I have completed this inservice and answered at least eight of the test questions correctly.***

EMPLOYEE SIGNATURE:

SUPERVISOR SIGNATURE:

Inservice Credit:

<input type="checkbox"/> Self Study	1 hour
<input type="checkbox"/> Group Study	1 hour

File completed test in employee's personnel file.

Are you "in the know" about conflict in the workplace?

Circle the best choice and then check your answers with your supervisor!

1. To avoid conflicts with your co-workers, you should:

- A. Avoid discussing your personal life with them.
- B. Go straight to your supervisor with your complaints.
- C. Let your co-workers have their way all the time.
- D. Listen carefully to what your co-workers are saying.

2. TRUE or FALSE

Today's workplace can create conflict because it is less diverse than 20 years ago.

3. TRUE or FALSE

One way that people approach conflict is to get into a competition with the other person.

4. Which of the following is not a part of the conflict resolution process?

- A. Negotiating the fix.
- B. Jumping to conclusions.
- C. Creating solutions.
- D. Realizing there's a solution.

5. In general, a workplace bully:

- A. Is rare in healthcare organizations.
- B. Dislikes being confronted.
- C. Wants to see others fail at their jobs.
- D. Feels superior to other people.

6. TRUE or FALSE

Collaboration and compromise are the most respectful approaches to conflict.

7. TRUE or FALSE

The entire workplace can be affected by a conflict between just two people.

8. TRUE or FALSE

Your primary goal at work should be to make friends with your supervisor.

9. TRUE or FALSE

If a client gets angry with you, it must be your fault.

10. TRUE or FALSE

If two of your co-workers are disagreeing, you have a responsibility to try to resolve it.