



IN THE KNOW

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.