**BE79: Conflicts: Discussion and Vocabulary:** “The aim of argument, or of discussion, should not be victory, but progress.”

How good are you at managing conflict? Answer the questions in this quiz. Then turn to page 135 to find out your score. Compare with a partner.

**Give yourself these marks.**

1 a) 2 b) 3 c) 1 d) 4

2 a) 2 b) 3 c) 1 d) 4

3 a) 3 b) 4 c) 2 d) 1

4 a) 4 b) 2 c) 3 d) 1

5 a) 4 b) 2 c) 1 d) 3

6 a) 4 b) 3 c) 1 d) 2

**Add up your score.**

6-11 You need to improve your conflict management skills.

12-17 You are quite good at conflict management in certain situations.

18-22 You are good at conflict management in most situations.

23-24 You are excellent at conflict management. You should be working for the United Nations.

1. You are in a meeting. People cannot agree with each other. Do you:

a) do nothing?

b) intervene and propose something new?

c) take sides with those you like?

d) suggest a 10-minute break?

2. Your two closest friends have an argument and stop speaking to each other. Do you:

a) behave as though nothing has happened?

b) bring them together to discuss the problem?

c) take the side of one and stop speaking to the other?

d) talk to each one separately about the situation?

3 You see two strangers. One begins to hit the other. Do you:

a) pretend to be an off-duty police

officer and ask them what is going on?

b) call the police?

c) shout at them to stop?

d) walk away quickly?

4 Your neighbours are playing very loud music late at night. Do you

a) ask them to turn it down?

b) do nothing?

c) call the police?

d) play your own music as loudly

as possible?

5 You are in the check-in queue at an airport. Somebody pushes in. Do you:

a) ask them to go to the back of the queue?

b) say nothing?

c) complain loudly to everyone about people jumping queues?

d) report them to an airport official?

6 A colleague criticises your work. Do you:

a) consider carefully what they say?

b) ignore them?

c) get angry and criticise them?

d) smile, but wait for an opportunity to take revenge?