

4. List two benefits of good listening skills in the workplace.

5. List 2 active listening strategies.

6. Explain the problems with listening filters and give an example of a listening filter.

Questions about CONFLICT PowerPoint Show:

1. In terms of the way I defined conflict in the powerpoints, it involves a perceived threat to three areas personal issues. List one of those areas.

2. Researchers agree that conflict involves 3 circumstances. List two of them.

3. Research indicates when there is too little conflict in relationships or within an individual it leads to at least 4 different problems. List one of them.

4. As a benefit of going through a conflict we learn at least three different things. Name two of those things that we learn.

5. Explain the avoiding style of conflict resolution.

6. How do you explain the differences between the competing, compromising and collaborating style of conflict resolution?

7. The powerpoints gives a list of 10 miscellaneous healthful tips for managing conflict. List two of the first four tips on that list.

8. Six strategies were listed for giving constructive criticism. List one of them.