

JROTC Distance Learning Courses

Study Guide

Conflict Resolution

Distance Learning



Navy Junior Reserve Officer Training Corps

Name: _____

Date: _____

STUDY GUIDE: CONFLICT RESOLUTION

Lesson 1
Screen 12 of 19

Five (5) conflict resolution strategies for the **Planner** behavioral style:

1. _____
2. _____
3. _____
4. _____
5. _____

Lesson 1
Screen 13 of 19

Five (5) conflict resolution strategies for the **Builder** behavioral style:

1. _____
2. _____
3. _____
4. _____
5. _____

Lesson 1
Screen 14 of 19

Five (5) conflict resolution strategies for the **Relater** behavioral style:

1. _____
2. _____
3. _____
4. _____
5. _____

Lesson 1
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Five (5) conflict resolution strategies for the **Adventurer** behavioral style:

1. _____
2. _____
3. _____
4. _____
5. _____

Lesson 2
Screen 6 of 17

Examples of response bias:

Relater: _____

Builder: _____

Planner: _____

Adventurer: _____

Lesson 2
Screen 13 of 17

Six (6) risk factors for violence:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Lesson 2
Screen 14 of 17

Some of the techniques for controlling anger:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Lesson 3
Screen 6 of 13

Six (6) types of conflict:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Lesson 3
Screen 8 of 13

Seven (7) principles/laws about how you have control over how you react to conflict:

- Law #1: _____
- Law #2: _____
- Law #3: _____
- Law #4: _____
- Law #5: _____
- Law #6: _____
- Law #7: _____

Lesson 3
Screen 9 of 13

Five (5) conflict resolution strategies:

1. Define the conflict.
2. _____
3. _____
4. _____
5. _____

Lesson 5
Screens 8 of 14

Five (5) common types of group dynamics:

1. _____
2. _____
3. _____
4. _____
5. _____

Lesson 5
Screen 10 of 14

Six (6) steps in behavior modification model:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Six (6) steps in the arbitration process:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Eight (8) things you should do during conflict resolution::

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

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CHECK YOUR UNDERSTANDING: CONFLICT RESOLUTION

1. Match the Winning Colors® behavioral styles to the description.

Answer	Description of Behavioral Style
_____	Open to new and creative ideas - abstract thinkers - into the latest and most innovative procedures and products - in need of quiet time - future oriented (visionary) - interested in science fiction and exploration of space – empathetic
_____	Orderly, and prefer structured procedures at work, home, school, and social gatherings, proud of organizations, school and family - disciplined - in position of authority - interested in status
_____	Supportive and friendly - people and emotion focused - interested in slogans and posters - harmonious in home and teamwork - want people to like him or her - happier with procedures that are people centered and humanistic
_____	Active and prefer unstructured work situations - moves - happier with procedures that are useful, dynamic, practical and hands-on - spontaneous - focused on the here and now

2. Match the response bias to the Winning Colors® behavioral style: Adventurer, Builder, Planner, or Relater.

Answer	Description of Response Bias
_____	"I see that you're angry. Do you want to talk about it?"
_____	"You have no right to be angry with your English teacher. What do you know? You haven't been to college."

_____ "There are so many ways of handling her upset. It is difficult to decide the best approach."

_____ "Temper...temper. You should see how red your face is."

3. Match the Winning Colors® behavioral styles: Adventurer, Builder, Planner, or Relater.

- Indecisive and too detailed, these group members have a _____ bias.
- Dominating members have a _____ bias.
- Emotional members have a _____ bias.
- Action without thinking members have a _____ bias.

4. Are the following true or false?

- _____ Active listening, compromising, negotiating productively, and asking good questions are methods for building consensus.
- _____ Make introductions, tell the story, explore solutions, and don't give up are steps in the process of mediating conflict.
- _____ Lecturing and labeling are a good ways to resolve conflict.

5. Risk factors for violence include which of the following?

- A. End of a relationship
- B. Feeling anger
- C. Being fired
- D. Availability of weapons

6. **What kind of conflict is mostly associated with warring nations?**
- A. Differing belief systems
 - B. Territory
 - C. Varied perspectives
 - D. Imbalance of power
7. **To solve a challenge in a group, one of the steps is to _____.**
- A. Disband the group for a while.
 - B. Tell them the best solution.
 - C. Give the group a choice of two options.
 - D. List possible solutions (brainstorm).
8. **Which of the following is a good technique for controlling anger?**
- A. Visualizing
 - B. Punching something inanimate
 - C. Yelling
 - D. Destroying something that isn't valuable
9. **This type of group goes beyond its mission and grasps beyond its reach.**
- A. Out of control
 - B. Stalled
 - C. Bickering
 - D. Mismatched
10. **This kind of conflict occurs when one party pushes the other around and uses their position to get what they want.**
- A. Varied perspectives
 - B. Differing belief systems
 - C. Imbalance of power
 - D. Territory
11. **What is one rule that mediators should follow?**
- A. Show sympathy.
 - B. Tell the parties what to say and when to speak.
 - C. Be able to identify the negative and behavioral strengths of both parties quickly and accurately.
 - D. Guide the parties to the solution that sounds best to the mediator.
12. **The definition of a conflict of interest is a conflict that occurs when _____.**
- A. One side believes the needs of the opponent must be sacrificed for a resolution.
 - B. There is a conflict between internal belief systems.
 - C. There is misinformation or a lack of information.
 - D. There is an attachment to unhealthy behaviors.



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