



Answers

Here are the answers to the questions:

<u>Q</u>	<u>Answers</u>	<u>Assessment Criteria</u>
1	D.	Increasing employee turnover
2	B.	Acknowledging the conflict
3	B.	To reach a compromise
4	A.	Interpersonal conflict
5	A.	Listening
6	D.	Escalating the conflict to involve more parties
7	A.	To show empathy and understanding
8	C.	Cooperation among employees
9	B.	Listening to their concerns and needs
10	A.	A mediator offers suggestions for a resolution, while an arbitrator makes a binding decision.
11	B.	They are impartial and can help resolve conflicts fairly.
12	B.	Encouraging competition among employees
13	C.	Ignoring their complaints
14	C.	Promoting open and honest communication
15	A.	Encouraging competition among teams
16	A.	A distributive strategy involves competing for a fixed resource, while an integrative strategy involves finding ways to expand the resource.
17	A.	To provide guidelines for resolving conflicts in a consistent and fair manner
18	C.	Ignoring the complaints and hoping they go away
19	C.	To mediate conflicts between parties
20		a. Reducing legal liability and potential lawsuits