



# Application of Conflict Management in the Private Security Industry

## SAMPLE EXAMINATION PAPER

---

### Instructions to the candidate - to be read before the examination

#### Application of Conflict Management in the Private Security Industry

1. You should have the following for this examination:
  - This examination paper
  - An answer sheet
  - An HB pencil and eraser
2. This question paper contains a mixture of 20 Multiple Choice Questions. To pass you must correctly answer 14 out of 20 questions.
3. You have 30 minutes to complete the paper. Do not turn to page 2 of this paper until instructed to do so by the invigilator.
4. You may not refer to any book or material whilst taking this examination. You may however use a calculator if required.
5. You must use an HB pencil to complete all parts of the answer sheet.
6. You must select only one answer out of the four choices (lettered A, B, C and D) offered. Only one answer is correct. Mark questions 1-20 only.
7. When answering each question please ensure that you mark your answer with an HB pencil on the answer sheet. If, for example, you decide that for Question 1 the correct answer is 'B', mark your answer sheet like this:  

	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>1</b>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. If you want to change your answer, rub out your first choice with an eraser and then mark boldly the answer you have now decided is correct.
9. If you find a question difficult, leave it and return to it later.
10. This paper is the property of BIIAB Qualifications Limited and must be handed back on completion of the examination. Under no circumstances may this paper be copied.

**Paper No:xxxxxxx**

**Q1 which of the following is NOT an objective of conflict management in the private security industry?**

- A. Reducing violence
- B. Reducing legal liability
- C. Promoting customer satisfaction
- D. Increasing employee turnover

**Q2 what is the first step in the conflict resolution process?**

- A. Finding common ground
- B. Acknowledging the conflict
- C. Identifying the parties involved
- D. Determining a resolution

**Q3 what is the main goal of negotiation in conflict management?**

- A. To win the argument
- B. To reach a compromise
- C. To escalate the conflict
- D. To avoid the conflict

**Q4 which of the following is a common form of conflict in the private security industry?**

- A. Interpersonal conflict
- B. Intergalactic conflict
- C. International conflict
- D. Interspecies conflict

**Q5 what is the most important communication skill in conflict management?**

- A. Listening
- B. Talking
- C. Arguing
- D. Ignoring

**Q6 which of the following is NOT a recommended strategy for managing conflict?**

- A. Avoiding the conflict
- B. Collaborating to find a solution
- C. Compromising to find a middle ground
- D. Escalating the conflict to involve more parties

**Q7 what is the purpose of active listening in conflict management?**

- A. To show empathy and understanding
- B. To dominate the conversation
- C. To intimidate the other party
- D. To avoid the conflict

**Q8 which of the following is NOT a common cause of conflict in the private security industry?**

- A. Miscommunication
- B. Competition for resources
- C. Cooperation among employees
- D. Differences in values or beliefs

**Q9 what is the best way to manage conflicts with clients or customers in the private security industry?**

- A. Refusing to engage with difficult customers
- B. Listening to their concerns and needs
- C. Escalating the conflict to a higher authority
- D. Insisting that the customer is always wrong

**Q10 what is the difference between a mediator and an arbitrator?**

- A. A mediator offers suggestions for a resolution, while an arbitrator makes a binding decision.
- B. A mediator makes a binding decision, while an arbitrator offers suggestions for a resolution.
- C. A mediator is involved in criminal conflicts, while an arbitrator is involved in civil conflicts.
- D. A mediator is a private security officer, while an arbitrator is a law enforcement officer.

**Q11 what is the main benefit of using an ombudsman in conflict management?**

- A. They can provide legal advice to all parties.
- B. They are impartial and can help resolve conflicts fairly.
- C. They can use force to resolve conflicts.
- D. They can mediate conflicts between employees and their managers.

**Q12 which of the following is NOT a recommended way to manage conflicts among employees?**

- A. Promoting cooperation and teamwork
- B. Encouraging competition among employees
- C. Clarifying roles and responsibilities
- D. Providing training in conflict management

**Q13 which of the following is NOT a recommended way to manage conflicts with external Stakeholders?**

- A. Building positive relationships
- B. Acknowledging their concerns and needs
- C. Ignoring their complaints
- D. Offering apologies and compensation when appropriate

**Q14 what is the best way to manage conflicts between employees and their managers?**

- A. Encouraging employees to quit
- B. Providing managers with more authority
- C. Promoting open and honest communication
- D. Blaming employees for the conflict

**Q15 which of the following is NOT a recommended way to manage conflicts among teams?**

- A. Encouraging competition among teams
- B. Building trust and mutual respect
- C. Ignoring the conflict and hoping it will resolve itself
- D. Promoting open and honest communication

**Q16 what is the difference between a distributive and an integrative negotiation strategy?**

- A. Distributive strategy involves competing for a fixed resource, while an integrative strategy involves finding ways to expand the resource.
- B. Distributive strategy involves finding common ground, while an integrative strategy involves making concessions.
- C. Distributive strategy involves compromising to reach a resolution, while an integrative strategy involves avoiding the conflict.
- D. Distributive strategy involves escalating the conflict, while an integrative strategy involves avoiding the conflict.

**Q17 what is the purpose of a conflict management policy in the private security industry?**

- A. To provide guidelines for resolving conflicts in a consistent and fair manner
- B. To ignore conflicts and let employees handle them on their own
- C. To create more conflicts in the workplace
- D. To punish employees for causing conflicts

**Q18 which of the following is NOT a recommended way to manage conflicts involving discrimination or harassment?**

- A. Taking immediate action to stop the behavior
- B. Investigating the allegations and gathering evidence
- C. Ignoring the complaints and hoping they go away
- D. Offering support and resources to the victim

**Q19 what is the role of a private security officer in conflict management?**

- A. To escalate conflicts and involve law enforcement
- B. To use force to resolve conflicts
- C. To mediate conflicts between parties
- D. To avoid conflicts at all costs

**Q20 what is the main benefit of a well-managed conflict resolution process in the private security industry?**

- A. Reducing legal liability and potential lawsuits
- B. Increasing employee turnover and job satisfaction
- C. Promoting violence and aggressive behavior
- D. Encouraging discrimination and harassment

**This page is intentionally blank**