

Profile ID

Conflict Resolution

CSTF

Total Score: 17, Passing Grade: 14, Version: 8

1. The main objectives of NHS protect are: (Select THREE of the following options) (Score: 1)

- To identify and tackle crime across the NHS
- To protect NHS staff and ensure the proper use of NHS resources
- To ensure staff are suitably trained to handle conflict
- To help to ensure all staff are protected from infections

2. What is the role of the Security Management Director in your Trust. (Select ONE of the following options) (Score: 1)

- To be the named responsible board member for security management within the Trust
- To design all training materials for conflict resolution
- To investigate all allegations of fraud

3. Which of the following are common causes of conflict (Select ALL that apply) (Score: 1)

- Poor communication
- Waiting times
- Cultural and religious beliefs
- Drugs and alcohol
- Expectations

4. d - How might your previous experience of conflict help you to cope with situations where conflict may arise again? (Select THREE of the following options) (Score: 1)

- Thinking about the escalation process last time may help to deescalate
- Reflecting on the use of communication last time may help develop communication strategies
- Considering the environment may help in reducing triggers for conflict
- The previous experience will ensure that I never have to face conflict again

5. e - Which of the following are forms of non-verbal communication? (Select THREE of the following options) (Score: 1)

Body position

Tone of voice

Eye contact

Folded arms

6. f - Greater emphasis should be placed on verbal rather than non-verbal communication during a conflict situation. (Select True or False) (Score: 1)

True

False

7. g - What impact might cultural difference have in relation to communication? (Select THREE of the following options) (Score: 1)

Language barrier

Different non-verbal signals

Religious practices

Skin colour

8. h - Which of the following may be causes of break down in communication. (Select ALL that apply) (Score: 1)

Noisy environment

Patient feeling hot, in pain or hungry

Language barrier

Power and authority

Emotional state of the patient

9. i - The letters of the PEACE model of communication stands for Which of the following? (Select ONE of the following options) (Score: 1)

Pick the right strategy, Enable voices to be heard, Attack problems not people, Create options, Evaluate

Pacify, Educate, Assess, Confront, Expel

Prosecute, Empathise, Antagonise, Communicate, Explain

10. j - The attitude-behaviour cycle (Batari's box) suggests: (Select ONE of the following options) (Score: 1)

How it's important to be nice to everyone

How we act can ultimately influence how those around us act.

How people will usually act in predictable ways

It is always best to turn the other cheek when someone is acting inappropriately

11. k - What behaviours may an individual exhibit that could lead to a conflict situation? (Select FOUR of the following options) (Score: 1)

They are verbally confrontational

They refuse to comply with requests

They refuse to move

They behave aggressively

They ask awkward questions

12. l - How might the procedures relating to the provision of a health service contribute to the escalation of conflict? (Select ALL that apply) (Score: 1)

Patients may have to wait to receive the service

Patients may have to repeat information to various staff members

Patients may have to answer embarrassing questions

Patients may have to undergo invasive procedures

13. m - Which of the following defines the "reactionary gap"? (Select ONE of the following options) (Score: 1)

The minimum distance between two people to enable a response to a potential threat

The time taken to leave the area where a conflict is taking place

The minimum distance you should be from an exit route

14. n - Name four methods that can be used to defuse a conflict situation. (Select FOUR of the following options) (Score: 1)

Early intervention

Calming or slowing

Mirroring actions

Empathising

Restraining

15. o - What are the key elements that define "reasonable force"? (Select ALL that apply) (Score: 1)

Necessary

Proportionate

Minimum use of force

Justifiable

16. p - Support may be needed for staff, patients and others who witness an incident as well as those who are directly involved. (Select True or False) (Score: 1)

True

False

17. q - Why is it important to give staff an opportunity to talk following their involvement in a violent incident? (Select FOUR of the following options) (Score: 1)

Gives opportunity to express feelings

Staff are better able to cope

Decreases levels of fear

Increases levels of commitment

Gives an opportunity to gossip behind someone's back