

Level 2 Award in Conflict Management Sample Questions

1. Why is it important that the customer always has an exit path?
 - A) It does not make any difference
 - B) Blocking their exit will make them feel threatened and more emotional
 - C) Customers never walk away when given the opportunity
 - D) An available exit path will make the customer more emotional

2. It is important to properly manage customer expectations because customers:
 - A) are always complaining about something
 - B) are usually on drugs
 - C) do not think they could be wrong
 - D) do not always understand why we say 'no'

3. Standing 'square on' to a customer may be seen as a sign of:
 - A) assertiveness
 - B) authority
 - C) aggression
 - D) reassurance

3. Why is using empathy effective in defusing situations?
 - A) The customer becomes confused
 - B) The customer thinks you are being clever
 - C) The customer realises they are wasting their time
 - D) The customer thinks you agree with them

5. In order to try to reduce incidents of violence, an employer must carry out a:
 - A) staff appraisal
 - B) site performance review
 - C) violence reduction risk assessment
 - D) Portable Appliance Test