

**Quiz**  
**Course 4: Managing Emotions and Conflict**

Name:

Date:

Instructions: Read each question or statement and answer carefully. Choose the best answer.

**Multiple Choice**

1. What are some strategies to effectively manage your emotions?
  - a. express your anger by yelling at the person or people you are having a conflict with so that you now have their attention
  - b. take a break, take deep breaths, talk to someone you trust, or try to see the other person's point of view
  - c. get physical by getting up in someone's face, shoving, or throwing something so people are afraid to go head to head with you
2. Another strategy for managing your emotions is to...
  - a. practice self-care
  - b. get plenty of sleep, exercise, meditate, or do other relaxing activities that are good for your overall well-being
  - c. recognize what situations or behaviors trigger a strong reaction from you
  - d. all of the above
3. Strong emotions, like anger and frustration can continue to build if not addressed. These emotions often signal that...
  - a. someone needs counseling
  - b. you did something wrong
  - c. the issue is important and there is a conflict that needs to be resolved

4. A person's response to conflict can depend on:
  - a. their personality
  - b. their relationship with the other person
  - c. how important the issue is to them
  - d. all of the above

**True or False**

5. Learning to manage emotions and conflict will allow you to make better decisions and more effectively advocate for yourself.
  - a. True
  - b. False
6. One way to help someone when they are upset is to say, "Calm down."
  - a. True
  - b. False
7. Compromising is the best way to resolve a conflict.
  - a. True
  - b. False