

**THE REDEEMED CHRISTIAN BIBLE COLLEGE YOUTH CAMPUS NORTH
EXAMINATION: CHURCH CONFLICT**

1. What is the Latin root word for "conflict"?

A) Configere B) Configere C) Conflare D) Confluere

2. Conflict is simply a clash of differing points of opinions and/or values. What is the goal perceived as being blocked?

A) Mutual understanding B) Particular goal C) Financial gain D) Social status

3. The text states that conflict is the active striving for one's preferred outcome which produces: A) Hostility B) Frustration C) An expressed struggle D) Harmony

4. What are the three basic types of conflict within the church?

A) Doctrine, Money, Power B) Programme or Doctrine, Money or Budgets, Power or Position
C) Leadership, Finance, Membership D) Worship, Teaching, Outreach

5. In the Indicators of Conflict within the Church, what is one sign of internal division?

A) Increasing attendance at church meetings
B) Long, drawn-out, personally unfulfilling decision making
C) Unified vision D) High volunteer participation

6. Which of the following is NOT listed as an indicator of conflict?

A) Increasing use of hostile language B) Win or lose attitudes in decision making
C) Consistent church growth D) Conspiracies

7. What is one of the predictable times of conflict?

A) Church anniversary B) Stewardship campaigns C) Summer vacation D) Holiday seasons

8. In Congregational Patterns, the church is like a family and often the behaviour of family members is practiced apart from:

A) Conscious decision B) Financial constraints
C) Pastoral guidance D) Community influence

9. What does the conflict cycle involve?

A) Action, Threat, Reaction B) Discussion, Agreement, Resolution
C) Planning, Execution, Evaluation D) Prayer, Worship, Fellowship

10. Who created the conflict cycle according?

A) Keith L. Helmsticker B) Norman Shawchuck
C) Marshall Shelley D) Paul B. Pedersen

11. The responsibility of a conflict manager is to break the conflict cycle at any stage of the cyclical process. The conflict management cycle is a process to:

A) Escalate the conflict B) Discontinue the conflict cycle
C) Ignore the conflict D) Prolong the conflict

12. In Varieties of Conflict, what are the three major levels where conflict can be experienced? A) Personal, Group, Organizational B) Personal, Leadership, Corporate C) Personal, Leadership, All conflicts is either D) Individual, Family, Society

13. Which of the following is a negative result of conflict?

A) Empowerment process B) Disintegrating and dissociation of relationships
C) Group solidarity D) Stronger commitment to solutions

14. What is a positive result of conflict?

A) Bitterness B) Sets example for future conflict
C) Personal hurt D) Possibility of rigid structures

15. In the Bible and Conflict, why is it important to study Church Conflict?

A) It is part of every organization B) It gives us directions
C) It is the word of God - 2Tim 3:16 D) It is a modern issue

16. The scope of conflict through scripture ranges from Genesis to:

A) Exodus B) Psalms C) Revelation D) Acts

17. Which of the following is NOT one of the causes of conflict in the church?

A) Community stress B) Financial stress C) Perfect harmony D) The Flesh

18. In Mind and Emotions, feelings are just as important as facts and figures in conflict management because:

A) They help individuals express their feelings about the conflict B) They are irrelevant
C) They complicate matters D) They delay resolution

19. Typical emotions people feel during conflict include:

A) Joy, Happiness, Contentment B) Anxiety, Aggression, Dissonance
C) Peace, Calmness, Satisfaction D) Excitement, Enthusiasm, Eagerness

20. What are the three basic ingredients groups that handle conflict well have?

A) Security, Counsellor, Spirituality B) Openness, Objectivity, Flexibility
C) Security, Counsellor, Openness D) Trust, Communication, Empathy

21. The five ingredients for building trust include:

A) Consistency, Openness, Objectivity, Transparency, Convenience
B) Communication, Openness, Objectivity, Transparency, Convenience
C) Consistency, Compassion, Objectivity, Transparency, Convenience
D) Consistency, Openness, Objectivity, Transparency, Conviction

22. In Relationships in Conflict, healthy relationships are needed for:

A) Growth B) Stagnation C) Isolation D) Conflict

23. Destructive relational processes focus on:

A) People and problem B) Soft on people, hard on problem

C) Hard on people and soft on problem D) Soft on people and soft on problem

24. In Communication in Conflict, good communication plays a key role whenever conflict exists. One hand, conflict cannot exist without communication and on the other hand, conflict cannot be resolved without:

A) Avoidance B) Communication C) Escalation D) Silence

25. What percentage of human communication is non-verbal?

A) Over 10% B) Over 50% C) Over half D) Less than 25%

26. The three components of non-verbal communication are:

A) Body Movements, Vocalizations, Personal Distance B) Facial expression, gesture, posture

C) Tempo, inflection, pitch, volume D) Intimate, Personal, Social Distance

27. In the Accomodator style, the purpose is to preserve the relationship at all cost. This style will avoid or deny conflict if possible. If it is not possible, he or she will attempt to:

A) Take whatever steps necessary to resolve the conflict B) Escalate the conflict

C) Ignore the conflict D) Blame others

28. Possible uses of the Accomodator style include when the issue is of greater importance to:

A) The other person(s) B) Yourself C) The church leadership D) The community

29. Results of the Accomodator style include:

A) Hard to read/assumptions B) Clear communication

C) Long term hostility problem D) Damaged relationships

30. The Collaborator purpose is to get all parties involved in defining the issues, working on the problems, and implementing mutually agreeable steps to managing the conflict. This style believes that mutually agreeable solutions can be worked out among:

A) Conflicting parties B) Church leaders only

C) External mediators D) One dominant party

31. What is the primary purpose of active listening?

a) To interrupt the speaker when they pause

b) To show the speaker that you respect and value them

c) To think of a response while the speaker talks d) To avoid eye contact and focus on notes

32. Which of the following is NOT one of the five basic styles of conflict management?

a) The Avoider b) The Accomodator c) The Negotiator d) The Competitor

33. What is the main goal of the Collaborator style in conflict management?

a) To withdraw from the conflict b) To find a solution that fully satisfies everyone

c) To win at all costs d) To compromise partially

34. Which conflict style is described as staying off conflict and withdrawing?

a) The Competitor b) The Avoider c) The Compromiser d) The Accommodator

35. What is a possible result of using the Compromiser style?

a) Increased trust b) Half-hearted commitment to solutions
c) Full ownership of solutions d) Complete avoidance of conflict

36. Which style views conflict as having only two possible outcomes—winning or losing?

a) The Compromiser b) The Competitor c) The Collaborator d) The Avoider

37. In the Compromiser style, what should not be expected?

a) Everyone receives some of what they want b) Full satisfaction for all parties
c) A mutually agreeable solution d) Improved relationships

38. What is a key characteristic of the Avoider style?

a) Assertive and cooperative b) Not pushing own agenda
c) Seeking mutual benefit d) Demanding compliance

39. Which of the following is a potential use of the Competitor style?

a) When harmony is the top priority b) When quick decisions must be made
c) When all parties are equally invested d) When long-term relationships matter most

40. What is a result of the Collaborator style?

a) Strained relationships b) Increased ownership of solutions
c) Loss of morale d) Deterioration of relationships

41. What should you do when a pause occurs in conversation during active listening?

a) Immediately respond b) Ask a question of your own
c) Fill the silence with your thoughts d) Wait patiently

42. Which communication attitude is centered on the speaker's needs?

a) Problem Centered Communication b) Personal Centered Communication
c) Christ Centered Communication d) None of the above

43. What does the text say about non-verbal communication in conflict?

a) It is irrelevant b) It should be ignored
c) It plays a significant role d) It only applies to facial expressions

44. What is the first step in managing conflict?

a) Identify and clarify the issues b) Recognize that there is a problem
c) Seek the Lord together d) Empower people and processes

45. In Ground Rules for Processing Differences, what must be acknowledged first?

a) Our first priority is to attempt reconciliation
b) We agree to enter a process focused on resolution
c) We are committed to the spiritual dimension d) We will not withhold information

46. According to Matthew 18, what are we responsible for one another?

- a) To communicate directly and openly
- b) To seek God's power
- c) To practice biblical forgiveness
- d) All of the above

47. What is the role of a Conciliator in third-party intervention?

- a) To take sides in the conflict
- b) To act as a "shuttle diplomat"
- c) To impose a decision
- d) To avoid involvement

48. Which third-party intervention method involves a non-adversarial way of resolving conflict? a) Arbitration b) Mediation c) Adjudication d) Litigation

49. What is the main difference between Conciliation and Facilitation?

- a) Conciliation involves mutual change; Facilitation does not
- b) Facilitation is more technical than Conciliation
- c) Conciliation is passive; Facilitation is active
- d) There is no difference

50. In Prevention Wisdom, what is the first practical step to reduce conflict?

- a) Let forgiveness flow like a river
- b) Deal with conflict early
- c) Keep problems in proportion
- d) Submit to spiritual authority

51. What does the text say about power in conflict?

- a) Personal power is more important than positional power
- b) Imbalance of power frustrates effective conflict management
- c) Power should always be centralized
- d) Only church leaders should have power

52. Which of the following is NOT a typical pothole at the preacher (criticism)?

- a) Your sermons don't have depth
- b) You don't use enough illustrations
- c) You counsel too much
- d) You need to preach more forcefully

53. What is a common cause of criticism according to the text?

- a) Misplaced anger
- b) Spiritual maturity
- c) Clear communication
- d) Healthy relationships

54. What is the "Bird Dog" in the context of problem people?

- a) A person obsessed with one issue
- b) A person who avoids all responsibility
- c) A person who spreads gossip
- d) A person who is overly positive

55. Which of the following is a myth about criticism?

- a) If I am being criticized, I must be a failure
- b) Criticism is always personal
- c) Criticism always means something is wrong
- d) All criticism should be ignored

56. In active listening guidelines, what should you NOT do?

- a) Listen carefully to what the other person is saying
- b) Ridicule or be sarcastic about someone else's comments
- c) Restate the exact meaning
- d) Ask for clarification

57. What does the text say about body language in communication?

- a) It is irrelevant
- b) It speaks louder than words
- c) It should be avoided
- d) It only applies to facial expressions

58. According to the text, how should you respond when someone uses the word "See" in a high pitch?

- a) Ignore it
- b) Recognize it as a possible sign of fear or anxiety
- c) Interrupt them
- d) Change the subject

59. What is the main purpose of the Entrepreneur in conflict resolution?

- a) To worsen the conflict
- b) To bring down the emotional temperature
- c) To escalate the issue
- d) To avoid any change

60. In prevention wisdom, what does "Don't antagonize" mean?

- a) Be aggressive
- b) Know parliamentary procedure
- c) Avoid making the conflict worse
- d) Focus only on major issues