



Quiz Answer Key

1. A good first step for resolving a conflict with a friend would be to:
 - a) state your position as clearly and loudly as possible
 - b) avoid accepting any blame or fault
 - c) get other friends to take your side
 - d) say calmly, "Can we talk about this?"
2. True or false: It's better to use "I" statements to communicate how you feel, what you think, and what you want or need. Using "you" statements ("You always..." "You never...") can sound argumentative.
3. Just as IQ is a way of being academically smart, emotional intelligence or EQ is a way of being people-smart.
4. No matter how angry or upset you are, it's never OK to use physical violence when trying to solve an argument.
5. True or false: During a conflict, it doesn't make sense to try to see things from the other person's side.
6. Sibling rivalry:
 - a) is common
 - b) is normal
 - c) can occur at any age
 - d) all of the above
7. During a disagreement, it's just as important to listen as it is to speak.
8. If you want to have an important conversation with someone, it's best to do it:
 - a) while the person is at work
 - b) during an argument
 - c) when the person is calm and can give you his or her full attention
 - d) when the person seems really stressed out
9. The best apologies:
 - a) are sincere
 - b) include an intention to change
 - c) are done in person, whenever possible
 - d) all of the above
10. People are more likely to listen to your opinions if you:
 - a) speak loudly
 - b) remain calm
 - c) tweet them first
 - d) slam a door