

Student Name: _____**Class:** _____**Student ID:** _____**Date:** {{DATE}}

Assessment Details

Duration: 60 minutes**Total Marks:** 100**Topics Covered:**

- Mediation and Conflict Resolution
- De-escalation Techniques
- Non-violent Communication
- Adaptation and Stress Management

Instructions to Students:

1. Read all questions carefully before attempting.
2. Show all working out - marks are awarded for method.
3. Write your answers in the spaces provided.
4. If you need more space, use the additional pages at the end.
5. Time management is crucial - allocate approximately 1 minute per mark.

Section A: Multiple Choice [10 points]

Question 1

[2 points]

What is mediation?

A) A process of resolving conflicts through violence

B) A process of resolving conflicts through negotiation and compromise

C) A process of resolving conflicts through avoidance

D) A process of resolving conflicts through domination

Question 2

[2 points]

What are the main issues of conflict management in a school environment?

A) Bullying, harassment, and violence

B) Academic performance, attendance, and behavior

C) Social relationships, communication, and empathy

D) All of the above

Question 3

[2 points]

What are the most effective de-escalation techniques?

A) Active listening, empathy, and open-ended questions

B) Confrontation, aggression, and punishment

C) Avoidance, denial, and dismissal

D) Compromise, negotiation, and mediation

Section B: Short Answer Questions [20 points]

Question 4

[5 points]

How can you identify weak signals in a conflict situation?

Question 5

[5 points]

What steps can you take to adapt your posture to your interlocutor?

Question 6

[5 points]

How can you manage stress and emotions in a conflict situation?

Question 7

[5 points]

What are the benefits of using non-violent communication techniques in conflict resolution?



Question 8

[15 points]

Describe a situation where you had to manage a conflict in a school environment. How did you adapt your posture to your interlocutor, detect weak signals, and manage stress and emotions?

Question 9

[15 points]

What are the key principles of mediation and conflict resolution? How can you apply these principles in a real-world context?

Question 10

[10 points]

A conflict arises between two students in a classroom. One student feels that the other student has taken their property without permission. The other student denies taking the property and claims that the first student is being paranoid.

a) How would you apply the concepts of mediation and conflict resolution to resolve this conflict?

b) What steps would you take to adapt your posture to the interlocutors, detect weak signals, and manage stress and emotions in this situation?

c) What are the potential outcomes of this conflict, and how can you work towards a positive resolution?

Question 11

[20 points]

Participate in a role-play scenario where you have to communicate non-violently and manage a conflict effectively. You will be given a scenario and a partner to work with.

