

Application of Conflict Management in the Private Security Industry

Specimen Examination Paper

The specimen examination paper questions contained in this publication are representative of the type of questions used to assess candidates taking the Application of Conflict Management in the Private Security Industry examination.

Candidates are assessed by a 20 question, 30-minute, multiple choice examination. Candidates have to correctly answer 14 out of 20 questions to pass.

The answers to each of these questions are shown on the last page.

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1. Which of the following situation will most likely lead to conflict?

- A The appearance of the security operative
- B The attitude of the security operative
- C The gender of the security operative
- D The age of the security operative

2. How can positive communication be used by security operatives to help deal with any conflict situation?

- A By being unrealistic and demanding
- B By acting superior, quiet and assertive
- C By being professional, calm, and clear
- D By acting knowledgeable and determined

3. The stages of escalation in conflict situations always include

- A anger
- B boredom
- C excitement
- D misunderstanding

4. The main action for security operatives when dealing with any conflict is to

- A stay safe and report the issues to police
- B remain calm and stay inside the venue
- C prevent the situation from escalating
- D stop witnesses recording the situation

5. Which of the following factors is most likely to result in someone becoming aggressive when the fire alarm sounds, and they are being asked to leave the building?

- A Being pushed outside by someone
- B Having the door held open for them
- C Having to stop what they are doing
- D Being expected to stand outside

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6. The most common response to a threatening situation is often referred to as the

- A fear and fend response
- B fight or flight response
- C fleeing and foxing response
- D fobbing or fooling response

7. How can empathy help security operatives resolve any conflict?

- A It allows the operative to swap with another colleague
- B It allows people to exit the venue quicker and remain safe
- C It helps show that the venue trains its security operatives
- D It helps by imagining being in the other person's situation

8. To produce a win-win approach to resolve any conflict situation there must be

- A active listening and negotiation
- B empathy and a financial gain
- C willingness and communication
- D trust and a deeper relationship

9. How should security operatives deal with barriers to communication in a noisy environment where there appears to be conflict?

- A Try to shout louder over the noise
- B Suggest moving to a quieter area
- C Attempt to use sign language
- D Move very close to the person

10. Assertive behaviour can best be described as being

- A frustrated
- B firm but fair
- C angry and hurt
- D hesitant and sorry

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Answers

Q	Answer	Assessment Criteria
1	B	1.1 Identify situations that can lead to conflict.
2	C	1.2 State how positive and constructive communication can be used to manage conflict.
3	A	1.4 Identify the stages of escalation in conflict situations.
4	C	2.1 Recognise the potential risk posed in a conflict situation.
5	A	2.2 Identify factors that can trigger or inhibit a range of responses in self and others.
6	B	2.3 Identify a range of responses to conflict situations
7	D	3.1 Recognise how to use empathy to resolve conflict.
8	A	3.3 Recognise how win-win approaches work to resolve conflict situations.
9	B	4.2 Explain how to deal with communication barriers in conflict situations.
10	B	4.3 Identify different behaviour types.