

# EXAM STUDY GUIDE

## LEADERSHIP CHALLENGES

### SESSIONS 1 - 6

1. What are the four positive results of conflict that Rev. Ball presented?
2. What are the five characteristics of an unteachable spirit?
3. What role does the pastor play when there is a need for significant change in the church?
4. What is the leader's first job when leading in a crisis?
5. According to Rev. Ball, what are the two main issues involved in conflict?
6. What are the five different styles that people manage conflict?
7. What are the five root causes of an unteachable spirit?
8. What would a person do if they responded in a childish manner towards a territorial threat?
9. What happens when a Church tries to keep certain traditions?
10. Where in the Bible and when did conflict begin?
11. What is the motto a leader should have when leading in a crisis?