Activity 10.2A Conflict Style Inventory

Part 1

**Instructions:**For each of the following statements, choose a number between 1 and 5 that represents the degree to which you agree or disagree with the statement.

(1 = strongly disagree, 5 = strongly agree)

1. 3 1. I like to help others get what they want.
2. 3 2. I think it is important that everyone share ideas in order to fully understand a problem.
3. 4 3. I try to work with others to find solutions that satisfy all of us.
4. 5 4. I am not comfortable openly discussing differences with others.
5. 2 5. I am comfortable putting pressure on others when I want an issue to go my way.
6. 4 6. I like to try to find a middle ground or compromise to resolve disagreements.
7. 2 7. I can generally influence others to go along with my ideas.
8. 1 8. In competitive situations, I exert my authority to get others to do what I want.
9. 5 9. I often give in to accommodate others’ wishes.
10. 5 10. I think it is important to keep my personal disagreements with others private so our relationships don’t suffer.
11. 5 11. I try to avoid unpleasant exchanges with people.
12. 3 12. I think it is important to exchange viewpoints and information in order to solve problems with others.
13. 413. I sometimes bend over backwards to make people happy.
14. 5 14. I am comfortable taking a moderate position so that a compromise can be reached.
15. 5 15. I often propose a middle ground for breaking deadlocks.
16. 5 16. I generally try to negotiate a compromise with others when we are at an impasse.
17. 5 17. Whenever possible, I keep my opinions to myself when others might disagree so that everyone can try to get along.
18. 5 18. I prefer to avoid situations that may cause conflict with others.
19. 1 19. I can generally get others to make decisions in my favor when I use my expertise to influence them.
20. 4 20. I usually try go along with suggestions that other people make.
21. 4 21. I think it is important to go into negotiations with a give-and-take attitude so everyone gets some of what they want.
22. 3 22. I like to bring everyone’s concerns out into the open so we can resolve issues as effectively as possible.
23. 3 23. I place a high value on collaborating with others to reach mutually acceptable agreements.
24. 4 24. It’s important to me to satisfy others’ expectations.
25. 1 25. I am comfortable taking a power position in order to get what I want.

*Source: Adapted from Deborah Cai and Edward L. Fink. (2002). Conflict style differences between individualists and collectivists. Communication Monographs, 69, 67–87. Copyright 2002.*

Part 2: Scoring

**Instructions:**Score your inventory by adding up sets of numbers as follows:

1. Add up your scores for 1, 9, 13, 20, and 24; then divide the total by 5.

This is your Accommodating Score 5

1. Add up your scores for 6, 14, 15, 16, and 21; then divide the total by 5.

This is your Compromising Score. 4.6

1. Add up your scores for 2, 3, 12, 22, 23; then divide the total by 5.

This is your Integrating Score. 3.2

1. Add up your scores for 4, 10, 11, 17, 18; then divide the total by 5.

This is your Avoiding Score. 5

1. Add up your scores for 5, 7, 8, 19, and 25; then divide the total by 5.

This is your Dominating Score. 1.4

1) On your own, complete Activity 10.2A (p. 246) & Activity 10.2B (p. 251) in McCann (2017).

2) In your post, include the following: (4 points)

Chapter 10 focuses on conflict and conflict resolution. You should look at your scores and identify your highest score, as well as your lowest score. 1) Name the type of styles that are associated with your highest and lowest scores. 2) Reflect on how you, in the past, have possibly utilized that style of handling conflict. 3) Did it impact the way that the conflict resolution came about? Remember that there is no bad conflict style.

Upon completing the activity, I found that my lowest score was for the Dominating style, and my highest score was the Accommodating style. Thinking back, I frequently use Accommodating style to handle my conflicts. I personally do not like conflict and would much rather that the conflict end and the relationship remain intact. In doing this though, I tend to put my own interests and beliefs aside. This is definitely true seeing as how my lowest score was Dominating style. I know we need to stand for our beliefs, but I think sometimes that’s not always the appropriate approach and seems like it would harm the relationship more often. There is a balance to strike, because we can come to an agreement without completely being a doormat. I feel that Accommodating style is an acceptable strategy in handling most conflicts, and that if the other person has been willing to accommodate my needs at another time, I can do the same for them. Even though I want to preserve the relationship, this accommodation can also give a false sense of preservation (McCann, 2017). I have experienced this effect in a few conflicts as well. As much as I want to end a conflict, things fall apart later because the conflict wasn’t handled in a different way. However, most of the time the resolution comes about by considering the other person’s side and ultimately making an agreement. If the accommodation is not too extreme, everything is okay, and I feel comfortable continuing to use this style.

References

McCann, V. (2017). Human relations: The art and science of building effective relationships (2nd ed.). Pearson Education.