

Conflict Styles

Questionnaire

For each question, choose one of the five statements the best describes your typical reaction or behaviour in conflict situations. Do your best to pick only one statement in each case if you can. If you must choose more than one, do not pick more than two statements for each question.

1. When I am in a group where a conflict occurs that doesn't involve me, I am likely to:

- a) Get out of the situation as quickly as possible.
- b) Jump right in and offer my opinion, whether others ask me to or not.
- c) Suggest a quick solution that allows everyone to get a bit of what they want.
- d) Try to soothe everybody's ruffled feathers.
- e) Act as an unofficial mediator by getting everyone to state their views, and try to help them achieve an acceptable solution.

2. When someone is actively hostile toward me (e.g., angry and yelling), I tend to:

- a) Walk away.
- b) Respond in similar manner (e.g., yell back).
- c) Look for a quick solution that will satisfy the other person.
- d) Try to get them to calm down by being sensitive and apologetic (even if I don't think it's my fault).
- e) Suggest we meet at a later time (when the other person has calmed down) to discuss our differences.

3. When I become aware through a third party that someone is angry or upset with me (although they haven't let me know directly), I am likely to:

- a) Ignore it and act like nothing is going on.
- b) Go and confront the person directly.
- c) Do something I can do to satisfy the other person's concern, even if we don't discuss it directly.
- d) Behave in a more pleasant manner to the other person, without letting him or her know that I know she or he is upset.
- e) Ask the other person if we can meet at a mutually convenient time to discuss our concerns.

4. The day after a conflict I was involved in has been settled, I am likely to:

- a) Carry on as if nothing happened.
- b) Still feel a bit angry.
- c) Be worried that the other person still feels angry.
- d) Feel relieved that it's been settled, and hope it doesn't come up again.
- e) Be willing to discuss things further if the other person needs to.

5. Other people have told me that in conflicts I tend to:

- a) Put off dealing with problems for too long
- b) Come on too strong and push my own agenda too aggressively sometimes.
- c) Not behave assertively enough and give in to others too easily.
- d) Compromise too quickly.
- e) Be diplomatic and objective.



6. In conflicts, I wish other people would be more:

- a) Patient enough to just let things be.
- b) Direct in stating what they want.
- c) Sensitive and understanding.
- d) Willing to compromise so we can work out a quick solution.
- e) Open to hearing all points of view and discussing problems on more than one occasion before trying to work out a solution.

7. When communicating in conflicts with others, I am likely to:

- a) "Clam up" altogether.
- b) Try to "out-talk" the other person.
- c) Listen more than I talk, and behave in an agreeable manner so the other person won't get upset.
- d) Talk about as much as I listen.
- e) Spend as much time talking as necessary to ensure both the other person's point of view and mine are fully expressed.

8. When it comes to conflict, I sometimes wish I could:

- a) Be more comfortable talking openly about it.
- b) Understand why other people get so emotional and upset.
- c) Be less sensitive and emotional, and less inclined to take things personally.
- d) Be more inclined to "look before I leap" before settling on a quick solution.
- e) Spend less time painstakingly finding out everyone else's point of view

9. The statement that I most agree with about conflict is:

- a) Don't make waves.
- b) Might make right.
- c) Split the difference.
- d) Turn the other cheek.
- e) Two heads are better than one.

Choosing mostly A responses suggests a preference of "Avoiding" in conflict situations.

You likely prefer to avoid conflicts whenever possible. You may either physically leave the situation or just mentally detach yourself from the situation.

Choosing mostly B responses suggests a preference of "Competing" in conflict situations.

You tend to assume conflicts will result with a winner and a loser, and you will do whatever is necessary to avoid being the loser.

Choosing mostly C responses suggests a preference of "Compromising" in conflict situations.

Your tendency is to believe that in conflicts everyone will have to give up something in order to resolve the situation.

Choosing mostly D responses suggests a preference of "Accommodating" in conflict situations.

You likely prefer to be sensitive to conflicts, and usually seek to soothe everyone's hurt feelings, even if it means you have to give in to the other person's point of view.

Choosing mostly E responses suggests a preference of "Collaborating" in conflict situations.

You likely prefer to keep a cool head, and patiently work through conflicts by trying to get everyone's views clearly expressed.

