

Conflict Management Self-Assessment

Directions: Circle T (true) or F (false) to indicate which of the following statements best describe how you would respond in each of these situations. Although you may not agree with either choice, you must select either T or F.

Statements	1	2	3	4	5
1. When our opinions, wants or needs are different, I would rather discuss the differences than try to persuade the other person that I am right and he or she is wrong.	F				T
2. When our opinions, wants or needs are different, I would rather disagree openly and discuss our differences than agree with the other's point of view.				F	T
3. When asked to complete a difficult job, I would rather postpone the work indefinitely than follow orders without discussion.		F	T		
4. When our opinions, wants or needs are different, I would rather try to persuade the other person to my thinking than withdraw from the discussion.	T		F		
5. Sometimes it's better to agree and seem to go along with something without discussion than to avoid saying anything about a controversial subject.		T	F		
6. When we disagree, I would rather say than I may be half wrong than try to persuade the other person that I am totally right.	F			T	
7. When our opinions, wants or needs are different, I would rather give in completely than try to change the other person's thinking.	F		T		
8. I would rather put off an apparent disagreement than discuss our different points of view.			T		F
9. When we disagree, I like to meet the personal halfway rather than give in completely.		F		T	
10. Sometimes it's better to agree without discussion than to try to persuade the other person I'm right.	F	T			
11. When we disagree, I prefer to admit that I am half wrong than not say anything and end the discussion.			F	T	
12. When asked to perform a job that I do not like to do, I would rather postpone the work indefinitely than make someone else do the task.	F		T		
13. When we disagree, I like to persuade the other person to my thinking rather than to split our differences.	T			F	
14. When our opinions, wants or needs are different, I would rather discuss our difference to seek a mutually acceptable solution than leave the discussion without a resolution.	T		F		
15. When asked to do a job that I don't like to do, I would rather postpone the work indefinitely than discuss my feeling and attempt to find a solution we can both agree on.			T		F
16. When our opinions, wants or needs are different, I would rather try to persuade the other person that I am right than discuss our differences.	T				F
17. When we disagree, I would rather admit that I am half wrong than discuss our differences.				T	F
18. Sometimes it's better to agree without discussion than to give up half of what I believe to reach an agreement.		T		F	
19. When our opinions, wants or needs are different, I would rather discuss our differences than give in without a conversation.		F			T
20. When our opinions, wants or needs are different, I would rather try to persuade the other to my thinking than give up my point of view by not discussing it.	T	F			

Statement	1	2	3	4	5
21. When we disagree, I would rather try to find a solution that satisfies both of us than to let the other person find a solution without my input.		F			T
22. When we disagree, I would rather try to persuade the other person than give in completely.	T	F			
23. When asked to do a job that I don't want to do, I would rather agree to do just half the work than to find a solution that is satisfactory.				T	F

Scoring Instructions

- Count the number of items circled in each of the five columns. Record your totals in the boxes that follow item 23. Multiply each score by 10.

	1	2	3	4	5
Number of items	3	5	2	5	8
x10	30	50	20	50	80

- Chart your score on the graph below. Place an "X" next to your score for each of the five strategies. Draw a straight line connecting the "X's" from one column to the next. This will give you your conflict management strategy pattern.

	1 Forcers	2 Accommodators	3 Avoiders	4 Compromisers	5 Collaborators
120					
110					
100					
90					
80					X
70					
60					
50		X		X	
40					
30	X				
20			X		
10					
0					

Adapted from Cheesebro, T., O'Connor, L., & Rios, F., (2010). *Communicating in the Workplace*. Prentice Hall: Upper Saddle River, New Jersey. p. 171.

See next page for the reflective question. Answer the reflective question.