

What Is Your Conflict Management Style?

- Objectives:**
1. To continue building your self-awareness
 2. To assess your approach to conflict
 3. To provide information to help you manage conflict more effectively

Instructions:

For each item below, identify how often you rely on that tactic by circling the appropriate number.

When I get into a conflict situations . . .

	Rarely	Sometimes	Always
1. I argue my case with co-workers to show the merits of my position.	1	2 3	4 5
2. I negotiate with co-workers so that a compromise can be reached.	1	2 3	4 5
3. I try to satisfy the expectations of co-workers.	1	2 3	4 5
4. I try to investigate an issue with my co-workers to find a solution acceptable to both of us.	1	2 3	4 5
5. I am firm in pursuing my side of the issue.	1	2 3	4 5
6. I avoid being “put on the spot” and try to keep my conflict with co-workers to myself.	1	2 3	4 5
7. I hold firm to my solution to a problem.	1	2 3	4 5
8. I am willing to “give and take” so that a compromise can be made.	1	2 3	4 5
9. I exchange accurate information with co-workers to solve a problem together.	1	2 3	4 5
10. I avoid having open discussion of differences I have with co-workers.	1	2 3	4 5
11. I accommodate the wishes of my co-workers.	1	2 3	4 5
12. I try to bring all concerns out in the open so that the issues can be resolved in the best possible way.	1	2 3	4 5
13. I propose a middle ground for breaking disagreement deadlocks with co-workers.	1	2 3	4 5
14. I go along with the suggestions of my co-workers.	1	2 3	4 5
15. I try to keep my disagreements with co-workers to myself to avoid hard feelings.	1	2 3	4 5

Scoring:

Enter your responses, item by item, in the five categories below, and then add the three scores for each of the styles. Note: There are no right answers, because individual differences are involved.

<i>Integrating</i>		<i>Obliging</i>		<i>Dominating</i>		<i>Avoiding</i>	
Item	Score	Item	Score	Item	Score	Item	Score
4.	_____	3.	_____	1.	_____	6.	_____
9.	_____	11.	_____	5.	_____	10.	_____
12.	_____	14.	_____	7.	_____	15.	_____
Total	_____	Total	_____	Total	_____	Total	_____

Compromising

Item	Score
2.	_____
8.	_____
13.	_____
Total	_____

Results:

Your primary style for handling conflict is _____

(The highest total score)

Your backup style for handling conflict is _____

(Second highest total score)