

Conflict Management Style Type Assessment

Instructions:

Fifteen statements are listed below. Each statement provides a possible strategy for managing a difficult conversation. Thinking of one relationship or role that you are in, rate each statement with a numerical value from the choices below to indicate the extent to which you use each strategy. This assessment will provide you with a general overview of your dominant conflict management style in that one relationship or role. Focusing on one relationship during this assessment helps to provide you with insight about how conflict management styles influence our interactions with others. With this valuable insight, you will develop a deeper understanding about how your dominant conflict management style influences the discussions in that specific relationship.

- 1 Always
- 2 Very Often
- 3 Sometimes
- 4 Not Very Often
- 5 Not At All

| | | Rate |
|-----|---|------|
| a.) | I argue my case to show that I strongly believe what I am saying. | |
| b.) | I try to meet in the middle by negotiation a solution. | |
| c.) | I try to do what others expect of me. | |
| d.) | I try to and out information from others that I am in a difficult conversation with so we can and solutions that are good for all involved. | |
| e.) | I won't budge from my side of the story. | |
| f.) | I try to avoid being singled out and I keep difficult conversations that I have with others to myself. | |
| g.) | I follow through with what I say I will do in order to resolve any differences. | |
| h.) | I compromise or give and take in order to reach solutions. | |
| i.) | I share important information with others so that problems can be solved together. | |
| j.) | I avoid talking about my differences with others. | |
| j.) | I try to make others happy and do what they want. | |

| | | |
|-----|--|--|
| k.) | I try to make others happy and do what they want. | |
| l.) | I try to bring everyone's side of the story out in the open in order to resolve the issues and solutions in the best possible way. | |
| m.) | I will meet in the middle in order to solve a problem. | |
| n.) | I accept what others tell me. | |
| o.) | I usually take the option of playing "dead" when I see a difficult conversation coming. | |

Scoring:

The fifteen statements that you have assessed are reflected below in five categories. Record the number below that you placed next to each corresponding letter. When you have completed recording the numbers, you will total the numbers and place the total value for each row under 'TOTAL'.

example: a + e = _____

The lowest number is your dominant conflict management style in that one relationship or role. The second lowest number is your back up conflict management style in that one relationship or role.

| Conflict Management Style | | | | TOTAL |
|---------------------------|-----|-----|-----|-------|
| Competing | a.) | e.) | g.) | |
| Collaborating | d.) | i.) | l.) | |
| Avoiding | f.) | j.) | o.) | |
| Accommodating | c.) | k.) | n.) | |
| Compromising | b.) | h.) | m.) | |

The lowest score: _____ Your Conflict Management Style: _____

The second lowest score: _____ Your Conflict Management Style: _____