

# What's Your Conflict Management Style

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**Instructions:** Listed below are 15 statements. Each strategy provides a possible strategy for dealing with a conflict.

Give each a numerical value (i.e., 1=Always, 2=Very often, 3=Sometimes, 4= Not very often, 5= Rarely, if ever.)

Don't answer as you think you should, answer as you actually behave.

- a. I argue my case with peers, colleagues and coworkers to demonstrate the merits of the position I take.
  - b. I try to reach compromises through negotiation.
  - c. I attempt to meet the expectation of others.
  - d. I seek to investigate issues with others in order to find solutions that are mutually acceptable.
  - e. I am firm in resolve when it comes to defending my side of the issue.
  - f. I try to avoid being singled out, keeping conflict with others to myself.
  - g. I uphold my solutions to problems.
  - h. I compromise in order to reach solutions.
  - i. I trade important information with others so that problems can be solved together.
  - j. I avoid discussing my differences with others.
  - k. I try to accommodate the wishes of my peers and colleagues.
  - l. I seek to bring everyone's concerns out into the open in order to resolve disputes in the best possible way.
  - m. I put forward middle positions in efforts to break deadlocks.
  - n. I accept the recommendations of colleagues, peers, and coworkers.
  - o. I avoid hard feelings by keeping my disagreements with others to myself.
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**Scoring:** The 15 statements you just read are listed below under five categories. Each category contains the letters of three statements. Record the number you placed next to each statement. Calculate the total under each category.

Style				Total
<b>Competing/Forcing Shark</b>	a. _____	e. _____	g. _____	_____
<b>Collaborating Owl</b>	d. _____	i. _____	l. _____	_____
<b>Avoiding Turtle</b>	f. _____	j. _____	o. _____	_____
<b>Accommodating Teddy Bear</b>	c. _____	k. _____	n. _____	_____
<b>Compromising Fox</b>	b. _____	h. _____	m. _____	_____

**Results:** My dominant style is \_\_\_\_\_ (Your **LOWEST** score)

and my back-up style is \_\_\_\_\_ (Your second Lowest score)