

Self-Assessment

ABCs of Conflict

Chapter Resource

Please refer to section [Section 9.3 ABCs of Conflict](#) of *Conflict Management*.

Instructions

Read the following questions and select the answer that corresponds with how you typically behave when engaged in conflict with another person. Do not be concerned if some of the items appear similar. Please use the scale below to rate the degree to which each statement applies to you.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

When I start to engage in a conflict, I _____

- _____ 1. Keep the conflict to myself to avoid rocking the boat.
- _____ 2. Do my best to win.
- _____ 3. Try to find a solution that works for everyone.
- _____ 4. Do my best to stay away from disagreements that arise.
- _____ 5. Create a strategy to ensure my successful outcome.
- _____ 6. Try to find a solution that is beneficial for those involved.
- _____ 7. Avoid the individual with whom I'm having the conflict.
- _____ 8. Won't back down unless I get what I want.
- _____ 9. Collaborate with others to find an outcome OK for everyone.
- _____ 10. Leave the room to avoid dealing with the issue.
- _____ 11. Take no prisoners.
- _____ 12. Find solutions that satisfy everyone's expectations.
- _____ 13. Shut down and shut up in order to get it over with as quickly as possible.
- _____ 14. See it as an opportunity to get what I want.
- _____ 15. Try to integrate everyone's ideas to come up with the best solution for everyone.
- _____ 16. Keep my disagreements to myself.
- _____ 17. Don't let up until I win.
- _____ 18. Openly raise everyone's concerns to ensure the best outcome possible.



Scoring

Avoiders

- Add Items 1, 4, 7, 10, 13, 16 _____

Battlers

- Add Items 2, 5, 8, 11, 14, 17 _____

Collaborators

- Add Items 3, 6, 9, 12, 15, 18 _____

Interpretation

Scores for each subscale should range from 6 to 30. Scores under 14 are considered low, scores 15 to 23 are considered moderate, and scores over 24 are considered high.

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