

## Self-Assessment

What Is Your Approach to Conflict Resolution?

### Chapter Resource

Please refer to section [Section 2.2 Approaches to Conflict](#) of *Conflict Management*.

### Instructions

Think of a typical situation in which you have a disagreement with someone. Then answer the following items concerning how you would respond to the conflict. Circle the number that you feel is most appropriate.

	Highly Unlikely			Highly Likely	
1. I firmly push for my goals.	1	2	3	4	5
2. I always try to win an argument.	1	2	3	4	5
3. I try to show my opponent the logic of my position.	1	2	3	4	5
4. I like to discuss disagreements openly.	1	2	3	4	5
5. I try to work through our differences.	1	2	3	4	5
6. I try to get all concerns on the table for discussion.	1	2	3	4	5
7. I try to work for a mutually beneficial solution.	1	2	3	4	5



## CONFLICT MANAGEMENT

	Highly Unlikely				Highly Likely
8. I try to compromise with the other person.	1	2	3	4	5
9. I seek a balance of gains and losses on each side.	1	2	3	4	5
10. I don't like talking about disagreements.	1	2	3	4	5
11. I try to avoid unpleasantness for myself.	1	2	3	4	5
12. I avoid taking positions that may incite disagreement.	1	2	3	4	5
13. I try to think of the other person in any disagreement.	1	2	3	4	5
14. I try to preserve relationships in any conflict.	1	2	3	4	5
15. I try not to hurt the other person's feelings.	1	2	3	4	5

### Scoring

In this exercise there are no right or wrong answers. Instead, you are simply asked to describe your own approach to conflict resolution. To do this, score the instrument as follows:

- Competition (add up items 1–3)
- Collaboration (add up items 3–6)
- Compromise (add up items 7–9)
- Avoidance (add up items 10–12)
- Accommodation (add up items 13–15)



## CONFLICT MANAGEMENT

Compare the relative strengths of your preferences in each of the five conflict-resolution modes. The higher your score on any of the scales, the more you favor this mode of resolution. What pattern do you see in this analysis? How will this inform you in future negotiations?

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