

Figure 13.9 Conflict Management Assessment

Read the following questions carefully and respond according to the key below. Take your time and be honest with yourself.

- 1 = **Never** typical of the way I address conflict
 2 = **Sometimes** typical of the way I address conflict
 3 = **Often** typical of the way I address conflict
 4 = **Almost always** typical of the way I address conflict

1. When someone verbally attacks me, I can let it go and move on.	1	2	3	4
2. I would rather resolve an issue than have to "be right" about it.	1	2	3	4
3. I try to avoid arguments and verbal confrontations at all costs.	1	2	3	4
4. Once I've had a conflict with someone, I can forget it and get along with that person just fine.	1	2	3	4
5. I look at conflicts in my relationships as positive growth opportunities.	1	2	3	4
6. When I'm in a conflict, I will try many ways to resolve it.	1	2	3	4
7. When I'm in a conflict, I try not to verbally attack or abuse the other person.	1	2	3	4
8. When I'm in a conflict, I try never to blame the other person; rather, I look at every side.	1	2	3	4
9. When I'm in a conflict, I try not to avoid the other person.	1	2	3	4
10. When I'm in a conflict, I try to talk through the issue with the other person.	1	2	3	4
11. When I'm in a conflict, I often feel empathy for the other person.	1	2	3	4
12. When I'm in a conflict, I do not try to manipulate the other person.	1	2	3	4
13. When I'm in a conflict, I try never to withhold my love or affection for that person.	1	2	3	4
14. When I'm in a conflict, I try never to attack the person; I concentrate on their actions.	1	2	3	4
15. When I'm in a conflict, I try to never insult the other person.	1	2	3	4
16. I believe in give and take when trying to resolve a conflict.	1	2	3	4
17. I understand and use the concept that kindness can solve more conflicts than cruelty.	1	2	3	4
18. I am able to control my defensive attitude when I'm in a conflict.	1	2	3	4
19. I keep my temper in check and do not yell and scream during conflicts.	1	2	3	4
20. I am able to accept "defeat" at the end of a conflict.	1	2	3	4

Number of 1s _____ Number of 2s _____ Number of 3s _____ Number of 4s _____

If you have more 1s, you do not handle conflict very well and have few tools for conflict management. You have a tendency to anger quickly and lose your temper during the conflict.

If you have more 2s, you have a tendency to want to work through conflict, but you lack the skills to carry this tendency through. You can hold your anger and temper for a while, but eventually, it gets the best of you.

If you have more 3s, you have some helpful skills in handling conflict. You tend to work very hard for a peaceful and mutually beneficial outcome for all parties.

If you have more 4s, you are very adept at handling conflict and do well with mediation, negotiation, and anger management. You are approachable; people turn to you for advice about conflicts and resolutions.

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- Try to create "win-win" situations where everyone can walk away having gained something.
- Determine if the conflict is a "person" conflict or a "situation" conflict.
- Ask the other person or people what he/she needs. Try to understand the situation.
- Realize that **you** may very well be "in the wrong."
- When dealing with conflict and other people, ask yourself, *"If this were my last action on earth, would I be proud of how I acted?"*