

CONFLICT STYLES WORKSHEET

Directions: After reading each of the techniques listed below, decide whether this is the way you deal with conflict frequently, occasionally, or rarely.

If it describes your frequent response, write "3" in the appropriate blank below. If it is an occasional response, write "2" in the appropriate blank. Select "1" if you rarely make the response described.

How do you usually handle conflict?

1. Threaten or fight the other person.
2. Try to deal with the other person's point of view as well as your own.
3. Look for a middle ground.
4. Admit that you are wrong even if you do not believe you are.
5. Avoid the person.
6. Firmly pursue your goals.
7. Try to find out specifically what you agree / disagree on to narrow down the conflict.
8. Try to reach a compromise.
9. Give in.
10. Change the subject.
11. Whine or complain until you get your way.
12. Try to get all concerns out into the open.
13. Give in a little and encourage the other party to do the same.
14. Pretend to agree.
15. Try to turn the conflict into a joke.

1. _____	2. _____	3. _____	4. _____	5. _____
6. _____	7. _____	8. _____	9. _____	10. _____
11. _____	12. _____	13. _____	14. _____	15. _____

TOTALS - **A.** _____ **B.** _____ **C.** _____ **D.** _____ **E.** _____

Scoring: Now add all the numbers in each column. The columns reflect five styles of resolving conflict. After compiling your scores, find out which conflict style(s) described below corresponds to your highest score. Does this style fit your perception of yourself? What about your second and third highest scores?

- A. **COMPETING** - "*hard bargaining*" or "*might makes right*"
Pursuing your own positions at the expense of the other party. Competing can mean "standing up for your rights," defending a position which you believe is correct or simply trying to win.
- B. **COLLABORATING** - "*win-win negotiating*" or "*two heads are better than one*"
Working with someone by exploring both of your interests, generating options, assessing alternatives, and finding a solution that mutually satisfies the concerns of both parties.
- C. **COMPROMISING** - "*splitting the difference*"
Seeking a middle ground by "splitting the difference," the solution partially satisfies both parties.
- D. **ACCOMMODATING** - "*soft bargaining*" or "*killing your enemy with kindness*"
Yielding to another person's point of view; paying attention to their concerns and neglecting your own.
- E. **AVOIDING** - "*leaving well enough alone*"
Not addressing the conflict, either by withdrawing from the situation or postponing the issues.