



MWI EOTC Mediation Training

Handout:

Conflict Styles Worksheet

CONFLICT STYLES WORKSHEET

Directions: After reading the fifteen approaches to handling conflict listed below, please assess whether you apply these approaches often, occasionally, or rarely.

If the approach describes what you do often, write a "3" on the blank line below next to the corresponding number. If it is an occasional response, write a "2" in the appropriate blank. Select a "1" if you rarely employ the response described.

How do you usually handle conflict?

1. Threaten or fight the other person.
2. Try to understand the other person's point of view.
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 demands 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 satisfies the concerns of both parties.
- C. **COMPROMISING** - "*splitting the difference*"
Seeking a middle ground by "splitting the difference," and partially satisfying 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 a discussion.