

What's Your Conflict Management Style?

There are 15 statements listed below, all of which suggest a possible strategy for dealing with conflict. Please mark each statement with a numerical value according to whether you use this strategy:

Always (1) Often (2) Occasionally (3) Never (4)

- A. I argue my case with peers, colleagues and co-workers to demonstrate the merits of the position I take.
- B. I try to reach a compromise through negotiation.
- C. I attempt to try and meet with other people's expectations.
- D. I investigate issues with others in order to find a solution that is mutually acceptable.
- E. I am firm when it comes to defending my point of view.
- F. I try to avoid being confrontational and avoid conflict with others.
- G. I consistently uphold my solution to a problem.
- H. I feel that compromise is needed to reach a solution.
- I. I speak openly with others so that problems can be solved together.
- J. I avoid discussing my differences with others.
- K. I try to accommodate the wishes of my peers and colleagues.
- L. I try to bring everyone's concerns out into the open in order to resolve disputes.
- M. I try to meet people 'half-way' in an effort to break deadlocks.
- N. I accept the recommendations of colleagues, peers and co-workers.
- O. I avoid hard feelings by keeping disagreements with others to myself.

The fifteen statements above are typical strategies that reflect five different conflict management styles: Competing, Co-operating, Avoiding, Harmonising & Compromising. Please fill in the table overleaf with the scores you have given each statement and calculate your total for each style. **NB** - the answers in the table do not run in alphabetical order.

				Totals
Competing (Shark)	A. ___	E. ___	G. ___	___
Co-operating (Owl)	D. ___	I. ___	L. ___	___
Avoiding (Turtle)	F. ___	J. ___	O. ___	___
Harmonising (Teddy Bear)	C. ___	K. ___	N. ___	___
Compromising (Fox)	B. ___	H. ___	M. ___	___

Results: My dominant style is _____ (Your lowest score)

My back-up style is _____ (Second lowest score)