



Conflict Resolution Styles Questionnaire and Interpretive Notes

SAMPLE ONLY -

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Introduction

Conflict is a fact of life. Of itself conflict is neutral - it is neither good or bad. However the interpretation people place on conflict and conflict situations results in a behavioral response of their choosing.

They may think it wise to avoid the conflict altogether - to walk away from it.

They may think of it as threatening a relationship which they value.

They may think of it as a competitive situation in which they want to be the winner.

They may think that give and take is the best way out of a conflict.

They may think that a conflict is a problem to be solved in a sensible way for the benefit of both parties.

Whatever their chosen response it will have an impact on the other party and that impact could be seen as neutral, positive or negative.

By identifying your preferred conflict resolution style, and identifying the preferred styles of others, you can manage and influence conflicts to a conclusion which should result in a win/win for both parties - the best outcome of a conflict.

This document contains a Conflict Resolution Styles Questionnaire plus explanatory notes.

Complete the questionnaire on yourself and then analyse your preferred styles using the explanatory notes which follow.

Then think about how you can improve your approach to conflict resolution.

Conflict Resolution Questionnaire

The statements listed below can be thought of as descriptions of some of the different strategies for resolving conflicts.

Read each of the statements carefully. Using the following scale, indicate how typical each statement is of your thoughts and/or actions in a conflict situation. Put your score in the box to the left of the statement.

- 5 = Very typical of the way I think and/or act in a conflict
 4 = Frequently typical of the way I think and/or act in a conflict
 3 = Sometimes typical of the way I think and/or act in a conflict
 2 = Seldom typical of the way I think and/or act in a conflict
 1 = Never typical of the way I think and/or act in a conflict

Questionnaire

- ☐ 1. I do not like conflict and will avoid it whenever I can.
- ☐ 2. I strive to get my own way in conflict situations.
- ☐ 3. I generally let others get what they want if it means that the relationship remains positive.
- ☐ 4. Compromise in conflict situations is always a good thing.
- ☐ 5. Achieving a win/win outcome is best in conflict situations.
- ☐ 6. If someone wants to get into an argument with me I would rather walk away.
- ☐ 7. As long as I get what I want in a conflict then I am happy.
- ☐ 8. I do not resist the demands of others particularly if forcefully put.
- ☐ 9. I resolve conflicts by meeting the other party half-way.
- ☐ 10. Collaborating in conflicts produces the best results
- ☐ 11. I see conflicts as negative and to be avoided at all costs.
- ☐ 12. I believe that giving in to the demands of others shows weakness.
- ☐ 13. I value positive relationships with others more than getting my own way.
- ☐ 14. A little bit of give and take goes a long way in resolving conflicts
- ☐ 15. I use creativity to solve seemingly impassable problems in conflict situations.
- ☐ 16. In a group conflict situation I stay quiet and do not contribute.
- ☐ 17. Conflicts have winners and losers and I make sure that I am the winner.
- ☐ 18. To stay popular with others I like to give them what they want.
- ☐ 19. I regard conflicts as negotiations where both parties do not get all that they want.
- ☐ 20. Consulting with others and really understanding their needs gets the best results in conflict situations