

# Conflict Resolution: *What's Your Style?*

The quiz below is adapted from the "Conflict Management Styles Quiz" (Source: Reginald (Reg) Adkins, PhD, Elemental Truths). Each statement below provides a strategy for dealing with a conflict. Rate each statement on a scale of 1 to 4 indicating how likely you are to use this strategy.

1 = *Rarely*                      2 = *Sometimes*                      3 = *Often*                      4 = *Always*

Be sure to answer the questions indicating how you would behave rather than how you think you should behave.

- 1    \_\_\_\_\_    I explore issues with others so as to find solutions that meet everyone's needs.
- 2    \_\_\_\_\_    I try to negotiate and adopt a give-and-take approach to problem situations.
- 3    \_\_\_\_\_    I try to meet the expectations of others.
- 4    \_\_\_\_\_    I would argue my case and insist on what is good about my point of view.
- 5    \_\_\_\_\_    When there is a disagreement, I gather as much information as I can and keep the lines of communication open.
- 6    \_\_\_\_\_    When I find myself in an argument, I usually say very little and try to leave as soon as possible
- 7    \_\_\_\_\_    I try to see conflicts from both sides. What do I need? What does the other person Need? What are the issues involved?
- 8    \_\_\_\_\_    I prefer to compromise when solving problems and just move on.
- 9    \_\_\_\_\_    I find conflicts challenging and exhilarating; I enjoy the argument that usually follows.
- 10   \_\_\_\_\_    Being at odds with other people makes me feel uncomfortable and anxious.
- 11   \_\_\_\_\_    I try to accommodate the wishes of my friends and family.
- 12   \_\_\_\_\_    I can figure out what needs to be done and I am usually right.
- 13   \_\_\_\_\_    To break deadlocks, I would meet people halfway.
- 14   \_\_\_\_\_    I may not get what I want but it's a small price to pay for keeping the peace.
- 15   \_\_\_\_\_    I avoid hard feelings by keeping my disagreements with others to myself.

## How to score the Conflict Management Quiz:

The 15 statements correspond to the five conflict resolution styles. To find your most preferred style, total the points in the respective categories. The one with the highest score indicates your most commonly used strategy. The one with the lowest score indicates your least preferred strategy.

Style	Statements	Totals
Collaborating	1, 5, 7	
Competing	4, 9, 12	
Avoiding	6, 10, 15	
Accommodating	3, 11, 14	
Compromising	2, 8, 13	

### Collaborating Style

*Solving problems to get the best results for everyone.*

- **Pros:** Creates trust and commitments; keeps positive relationships.
- **Cons:** Time consuming; energy consuming.

### Competing Style

*The authoritarian (“bossy”) approach.*

- **Pros:** Goal oriented; quick.
- **Cons:** May make people angry.

### Avoiding Style

*The no-arguing / no-fighting approach.*

- **Pros:** Does not escalate conflict; postpones difficulty.
- **Cons:** Often leaves problems unaddressed or unresolved.

### Accommodating Style

*Giving in to maintain relationships.*

- **Pros:** Minimizes injury when we are outmatched; maintains relationships.
- **Cons:** May make people angry; takes advantage of the weak.

### Compromising Style

*The middle ground approach.*

- **Pros:** Useful in complex issues without simple solutions; or short-term solutions, all parties are equal in power.
- **Cons:** No one is ever really satisfied; solutions that are not great get implemented.