

What is Your Conflict Management Style?

Please **circle one** response that best describes you. There are no right or wrong conflict management styles so be honest. Your answers will give you a better understanding of how you respond to conflict, as well as increase your awareness of other management styles that you may consider when handling disputes and differences.

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

How to Score the Conflict Management Quiz

To find your most preferred style, total the points for each category. The style with the highest score indicates your most commonly used strategy. The style with the lowest score indicates your least preferred strategy.

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

My preferred conflict management style is:

Brief Description of the 5 Conflict Management Styles

Collaborating: You highly value your own goals and relationships. You view conflict as a problem to be solved and seek a solution that achieves both your goals and the goals of the other person. You see conflict as a means of improving relationships by reducing tension between two persons. You try to begin a discussion that identifies the conflict as a problem. By seeking solutions that satisfy both you and the other person, you are able to maintain the relationship. You are not satisfied until a solution is found and negative feelings have been fully resolved.

Pros: Creates mutual trust; maintains positive relationships; builds commitments.

Cons: Time consuming; energy consuming.

Competing: You typically value your goals over relationships. You try to overpower the other person by having them accept your solution to the conflict. You are not concerned with the needs of others and do not care if others like you or accept you. You assume that conflicts are settled by one person winning and one person losing. You want to be the winner because winning gives you a sense of pride and achievement. Whereas, you see losing as a sense of weakness, inadequacy or failure.

Pros: Goal oriented; quick.

Cons: May breed hostility.

Avoiding: You tend to value avoiding confrontation more than your goals or relationships. You would rather stay away from the issues in which the conflict is taking place and the people you are in conflict with. You believe it's easier to withdraw from a conflict than to face it.

Pros: Does not escalate conflict; postpones difficulty.

Cons: Unaddressed problems; unresolved problems.

Accommodating: You value relationships over your own goals. You want to be accepted and liked by others. You avoid or smooth over conflict because you fear it will damage your relationship with others.

Pros: Minimizes injury when we are outmatched; relationships are maintained.

Cons: Breeds resentment; exploits the weak.

Compromising: You are moderately concerned with both your goals and your relationships with others. You typically seek a compromise by giving up part of your goals and persuading the other person to give up part of their goals. You seek a conflict resolution in which both sides will gain something. You are willing to sacrifice part of your goals in order to find agreement for the common good.

Pros: Useful in complex issues without simple solutions; all parties are equal in power.

Cons: No one is ever really satisfied; less than optimal solutions get implemented.

The conflict management style I would like to work on is: _____

Ways that I can work on this conflict management style:



Thank
You!

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