



Conflict Management Self-Assessment

This Conflict Management Assessment is provided for Self-Assessment purposes ONLY. It is NOT a certified validated/complete assessment tool. Contact LLVE, LLC if you are interested in a certified Conflict Management Assessment.

Conflict Management Questionnaire

Directions: Answer the questions by indicating how you would behave rather than how you think you *should* behave. Each question provides a strategy for dealing with a conflict. **Rate each statement on a scale of 1 to 4.**

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

1. I explore issues with others 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 generally argue my case and insist on the merits of my point of view. _____
5. When there is a disagreement, I gather as much information as I can to 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 battle of wits 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. _____



Conflict Management Assessment Tool



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 is a small price to pay for keeping the peace. _____
15. I avoid hard feelings by keeping my disagreements with others to myself. _____

Assessment Tool SCORE Instructions

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. Contact LLVE, LLC to learn more about your resolution tendencies.

Style Corresponding Statements: Total: The numbers represent the questions above.

- Collaborating: 1, 5, 7 _____
- Competing: 4, 9, 12 _____
- Avoiding: 6, 10, 15 _____
- Accommodating: 3, 11, 14 _____
- Compromising: 2, 8, 13 _____

Source: East Carolina University - <https://www.ecu.edu/cs-acad/stepp/upload/M8L4-Conflict-Management-Questionnaire.rtf>