



MessageMakers

Conflict Response Style Survey

Directions: Read each statement. On the score card, write the number that most accurately reflects how often the statement describes your response to conflict situations that arise in your chapter. When you have finished the survey, total each column on the score card.

1. When conflict occurs, I just want to get away.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
2. Each party in the conflict should give a little to reach resolution.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
3. It is important to prove my point.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
4. I sacrifice my point of view if the other person feels strongly.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
5. Conflict can be a good way to come up with energy and new ideas.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
6. I try to let other people resolve conflicts.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
7. Meeting in the middle is a good way to resolve a conflict.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
8. It's important to me to win in a conflict situation.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
9. I would rather make peace than get involved in a heated discussion.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
10. I try to look at conflicts with others as an opportunity for understanding and growth.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
11. I would rather focus on areas of agreement rather than argue.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5
12. I work for a solution that lets each side win a little and lose a little.

<i>Almost Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Almost Always</i>
1	2	3	4	5

13. If I know I'm right, there isn't much point in continuing to discuss it.
- | | | | | |
|---------------------|---------------|------------------|--------------|----------------------|
| <i>Almost Never</i> | <i>Rarely</i> | <i>Sometimes</i> | <i>Often</i> | <i>Almost Always</i> |
| 1 | 2 | 3 | 4 | 5 |
14. I believe that good relationships are more important than being right or wrong.
- | | | | | |
|---------------------|---------------|------------------|--------------|----------------------|
| <i>Almost Never</i> | <i>Rarely</i> | <i>Sometimes</i> | <i>Often</i> | <i>Almost Always</i> |
| 1 | 2 | 3 | 4 | 5 |
15. In a conflict, I try to meet my needs and the other person's needs, too.
- | | | | | |
|---------------------|---------------|------------------|--------------|----------------------|
| <i>Almost Never</i> | <i>Rarely</i> | <i>Sometimes</i> | <i>Often</i> | <i>Almost Always</i> |
| 1 | 2 | 3 | 4 | 5 |
16. I try to postpone getting involved in a conflict until I've had time to think things through carefully.
- | | | | | |
|---------------------|---------------|------------------|--------------|----------------------|
| <i>Almost Never</i> | <i>Rarely</i> | <i>Sometimes</i> | <i>Often</i> | <i>Almost Always</i> |
| 1 | 2 | 3 | 4 | 5 |
17. Having both sides feel like they have won isn't realistic. I've found a good solution when both sides feel like it's a draw.
- | | | | | |
|---------------------|---------------|------------------|--------------|----------------------|
| <i>Almost Never</i> | <i>Rarely</i> | <i>Sometimes</i> | <i>Often</i> | <i>Almost Always</i> |
| 1 | 2 | 3 | 4 | 5 |
18. Making my point is more important than being accepted or liked.
- | | | | | |
|---------------------|---------------|------------------|--------------|----------------------|
| <i>Almost Never</i> | <i>Rarely</i> | <i>Sometimes</i> | <i>Often</i> | <i>Almost Always</i> |
| 1 | 2 | 3 | 4 | 5 |
19. I reach agreements as quickly as possible so there isn't any need for an argument.
- | | | | | |
|---------------------|---------------|------------------|--------------|----------------------|
| <i>Almost Never</i> | <i>Rarely</i> | <i>Sometimes</i> | <i>Often</i> | <i>Almost Always</i> |
| 1 | 2 | 3 | 4 | 5 |
20. I listen carefully to others' opinions when resolving conflicts.
- | | | | | |
|---------------------|---------------|------------------|--------------|----------------------|
| <i>Almost Never</i> | <i>Rarely</i> | <i>Sometimes</i> | <i>Often</i> | <i>Almost Always</i> |
| 1 | 2 | 3 | 4 | 5 |

Score Card

Avoid	Compromise	Dominate	Give in	Collaborate
1 _____	2 _____	3 _____	4 _____	5 _____
6 _____	7 _____	8 _____	9 _____	10 _____
11 _____	12 _____	13 _____	14 _____	15 _____
16 _____	17 _____	18 _____	19 _____	20 _____

Total

Total

Total

Total

Total

The category in which you score highest is most likely your preferred conflict-handling style. Low-scoring categories likely feel more unnatural to you.