

SELF-ASSESSMENT: Conflict Handling Style Scale

PURPOSE: This exercise is designed to help you identify your preferred conflict management style.

INSTRUCTIONS: Read each of the statements below and select the response that best indicates how often you handle conflict in the way described in that statement. When done, use the scoring key to calculate your results.

Over the Past Six Months, How Often Did You Do the Following to Handle Conflicts?	Rarely/ Never	Seldom	Sometimes	Often	Almost Always
1. I went along with the other party's wishes rather than my own.	1	2	3	4	5
2. I compromised by accepting a middle ground solution.	1	2	3	4	5
3. I tried to creatively find the best solution for everyone.	1	2	3	4	5
4. I avoided differences of opinion as much as possible.	1	2	3	4	5
5. I pushed my own ideas and preferences.	1	2	3	4	5
6. I tried to make the dispute seem less important.	1	2	3	4	5
7. I accommodated the other party's wishes.	1	2	3	4	5
8. I did my best to get what I wanted.	1	2	3	4	5
9. I tried to figure out how to satisfy both my interests and the other party's.	1	2	3	4	5
10. I made sure that both sides gave in a little.	1	2	3	4	5
11. I worked toward a 50–50 compromise.	1	2	3	4	5
12. I fought for my own position.	1	2	3	4	5
13. I searched for a solution that satisfied both parties.	1	2	3	4	5
14. I delayed or avoided solving the disagreement.	1	2	3	4	5

15. I held my position.	1	2	3	4	5
16. I let the other side have its way.	1	2	3	4	5
17. I tried to settle the conflict with a half-way compromise.	1	2	3	4	5
18. I tried to find a solution that benefited both sides.	1	2	3	4	5
19. I avoided communicating with the people with whom I had the conflict.	1	2	3	4	5
20. I gave the other party what it wanted.	1	2	3	4	5

Scoring Instructions: To calculate your scores on the Conflict Handling Style Scale, write the number circled for each statement on the appropriate line in the scoring key below (statement numbers are in parentheses), and add up each scale.

Yielding $\frac{\quad}{(1)} + \frac{\quad}{(7)} + \frac{\quad}{(16)} + \frac{\quad}{(20)} = \underline{\quad}$

Compromising $\frac{\quad}{(2)} + \frac{\quad}{(10)} + \frac{\quad}{(11)} + \frac{\quad}{(17)} = \underline{\quad}$

Forcing $\frac{\quad}{(5)} + \frac{\quad}{(8)} + \frac{\quad}{(12)} + \frac{\quad}{(15)} = \underline{\quad}$

Problem Solving $\frac{\quad}{(3)} + \frac{\quad}{(9)} + \frac{\quad}{(13)} + \frac{\quad}{(18)} = \underline{\quad}$

Avoiding $\frac{\quad}{(4)} + \frac{\quad}{(6)} + \frac{\quad}{(14)} + \frac{\quad}{(19)} = \underline{\quad}$

Interpreting Your Score: This instrument measures your preference for and use of the five conflict handling dimensions:

Yielding: Yielding involves giving in completely to the other side's wishes, or at least cooperating with little or no attention to your own interests. This style involves making unilateral concessions, unconditional promises, and offering help with no expectation of reciprocal help.

Compromising: Compromising involves looking for a position in which your losses are offset by equally valued gains. It involves matching the other party's concessions, making conditional promises or threats, and actively searching for a middle ground between the interests of the two parties.

Avoiding: Avoiding tries to smooth over or avoid conflict situations altogether. It represents a low concern for both self and the other party. In other words, avoiders try to suppress thinking about the conflict.

Forcing: Forcing tries to win the conflict at the other's expense. It includes "hard" influence tactics, particularly assertiveness, to get one's own way.

Problem Solving: Problem solving tries to find a mutually beneficial solution for both parties. Information sharing is an important feature of this style, because both parties need to identify common ground and potential solutions that satisfy both (or all) of them.

Scores on the five Conflict Handling Scale dimensions range from 4 to 20. Higher scores indicate that the person has a higher preference for and use of that particular conflict handling style.