Reflect on the Self-Assessment
Conflict Management Strategies

Instructions
Think of how you behave in conflict situations in which your wishes differ from those of others. In the space to the left, rate each of the following statements on a scale of "1" = "not at all" to "5" = "very much." When I have a conflict at work, school, or in my personal life, I do the following:\n
1. I give in to the wishes of the other party.  
2. I try to realize a middle-of-the-road solution.  
3. I push my own point of view.  
4. I examine issues until I find a solution that really satisfies me and the other party.  
5. I avoid a confrontation about our differences.  
6. I concur with the other party.  
7. I emphasize that we have to find a compromise solution.  
8. I search for gains.  
9. I stand for my own and the other’s goals.  
10. I avoid differences of opinion as much as possible.  
11. I try to accommodate the other party.  
12. I insist we both give in a little.  
13. I fight for a good outcome for myself.  
14. I examine ideas from both sides to find a mutually optimal solution.  
15. I try to make differences seem less severe.  
16. I adapt to the other party's goals and interests.  
17. I strive whenever possible toward a 50-50 compromise.  
18. I do everything to win.  
19. I work out a solution that serves my own as well as other’s interests as much as possible.  
20. I try to avoid a confrontation with the other person.

Scoring
Total your scores for items as follows.

Yielding tendency: 1 + 6 + 11 + 16 = _______.
Compromising tendency: 2 + 7 + 12 + 17 = _______.
Forcing tendency: 3 + 8 + 13 + 18 = _______.
Problem-solving tendency: 4 + 9 + 14 + 19 = _______.
Avoiding tendency: 5 + 10 + 15 + 20 = _______.

Interpretation
Each of the scores above approximates one of the conflict management styles discussed in the chapter. Look back to Figure 18.4 and make the matchups. Although each style is part of management, only collaboration or problem solving leads to true conflict resolution. You should consider any patterns that may be evident in your scores and think about how to best handle future conflict situations in which you become involved.