

## Conflict Resolution Survey

For each of the 30 statements listed below, indicate how frequently you typically behave as described when you come into conflict with **another person who is your peer**. (Rather than responding to these statements generally, you may wish to relate the statements to a particular person or setting familiar to you. Please choose a person who is not in authority over you or your subordinate – for example, a sibling or a colleague rather than a child or a boss.)

Use the following scale:

**2 – Most of the Time**

**1 – Some of the Time**

**0 – Rarely**

- \_\_\_ 1. I ask for help resolving conflict from someone outside our relationship.
- \_\_\_ 2. I try to stress those things on which we both agree rather than focus on our disagreement.
- \_\_\_ 3. I suggest we search for a compromise solution acceptable to both of us.
- \_\_\_ 4. I attempt to bring out all the concerns of the other person.
- \_\_\_ 5. I am firm in pursuing my goals.
- \_\_\_ 6. I strive to preserve our relationship.
- \_\_\_ 7. I need to split the difference in our positions where possible.
- \_\_\_ 8. I work toward a solution that meets both our needs.
- \_\_\_ 9. I avoid the discussion of emotionally charged issues.
- \_\_\_ 10. I try to impose my solution on the other person.
- \_\_\_ 11. I emphasize whatever similarity I see in our positions.
- \_\_\_ 12. I try to postpone any discussion until I have had time to think it over.
- \_\_\_ 13. I propose a middle ground to the other person.
- \_\_\_ 14. I use whatever power I have to get my wishes.
- \_\_\_ 15. I attempt to get all our points immediately out in the open.
- \_\_\_ 16. I give one point in order to gain another.
- \_\_\_ 17. I encourage the other person to offer a full explanation of her or his ideas to me.
- \_\_\_ 18. I try to get the other person to see things my way.
- \_\_\_ 19. I treat the other person as considerately as possible.
- \_\_\_ 20. I suggest we think our concerns over individually before we meet in the hope that the anger will cool down.
- \_\_\_ 21. I press to get my points made.
- \_\_\_ 22. I support a direct and frank discussion of the problem.
- \_\_\_ 23. I try to find a fair combination of gains and losses for both of us.
- \_\_\_ 24. I try not to allow the other person's feelings to become hurt.
- \_\_\_ 25. I avoid taking positions that would create controversy.
- \_\_\_ 26. I suggest we each give in on some of our needs to find a solution we can both live with.
- \_\_\_ 27. I listen carefully in order to understand the other person as well as possible.
- \_\_\_ 28. I sooth the other person's feelings if emotions run high.
- \_\_\_ 29. I assert my position strongly.
- \_\_\_ 30. I shrink from expressions of hostility.

### Scoring the Conflict Resolution Survey

Fill in the blanks below with the same numbers as you entered on the survey, and total your scores on each conflict resolution approach. (Note the blanks to be filled in do not always appear in the same order as the items on the survey.)

\_\_\_\_\_ 1

\_\_\_\_\_ 2

\_\_\_\_\_ 5

\_\_\_\_\_ 3

\_\_\_\_\_ 4

\_\_\_\_\_ 9

\_\_\_\_\_ 6

\_\_\_\_\_ 10

\_\_\_\_\_ 7

\_\_\_\_\_ 8

\_\_\_\_\_ 12

\_\_\_\_\_ 11

\_\_\_\_\_ 14

\_\_\_\_\_ 13

\_\_\_\_\_ 15

\_\_\_\_\_ 20

\_\_\_\_\_ 19

\_\_\_\_\_ 18

\_\_\_\_\_ 16

\_\_\_\_\_ 17

\_\_\_\_\_ 25

\_\_\_\_\_ 24

\_\_\_\_\_ 21

\_\_\_\_\_ 23

\_\_\_\_\_ 22

\_\_\_\_\_ 30

\_\_\_\_\_ 28

\_\_\_\_\_ 29

\_\_\_\_\_ 26

\_\_\_\_\_ 27

\_\_\_\_\_  
Avoidance

\_\_\_\_\_  
Accommodate

\_\_\_\_\_  
Force

\_\_\_\_\_  
Bargain

\_\_\_\_\_  
Problem Solver