

Student Community and Leadership Development  
Clubs Development Program: Mission, Vision and Goal Setting  
What Conflict Resolution Style Are You?



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We each have our own way of dealing with conflict. The techniques we use are based on many variables such as our basic underlying temperament, our personality, our environment and where we are in our professional career. However, by and large there are five major styles of conflict management techniques in our toolbox. On order to address conflict, we draw from a collaborating, competing, avoiding, accommodating or compromising style of management. None of these strategies is superior in and of itself. How effective they are depends on the context in which they are used.

Each statement below provides a strategy for dealing with a conflict. Rate each statement on a scale from 1 to 5 indicating how likely you are to use this strategy.

**Ratings: 1 = never; 2 = seldom; 3 = sometimes; 4 = often; 5 = always**

Be sure to answer the questions indicating how you would behave rather than how you think you should behave.

**Questions:**

1. I avoid being "put on the spot"; I keep conflicts to myself. \_\_\_\_\_
2. I use my influence to get my ideas accepted. \_\_\_\_\_
3. I usually try to "split the difference" to resolve an issue. \_\_\_\_\_
4. I generally try to satisfy other's needs. \_\_\_\_\_
5. I try to investigate an issue to find a suitable solution. \_\_\_\_\_
6. I usually avoid open discussion of my differences with the other. \_\_\_\_\_
7. I use my authority to make a decision in my favour. \_\_\_\_\_
8. I try to find a middle course to resolve an impasse. \_\_\_\_\_
9. I usually accommodate the other's wishes. \_\_\_\_\_
10. I try to integrate my ideas with the other's to come up with a decision jointly. \_\_\_\_\_
11. I try to stay away from disagreement with the other. \_\_\_\_\_
12. I use my expertise to make a decision that favours me. \_\_\_\_\_
13. I propose a middle ground for breaking deadlocks. \_\_\_\_\_
14. I give in to other's wishes. \_\_\_\_\_
15. I try to work with the other to try and find solution that satisfy both our expectations. \_\_\_\_\_
16. I try to keep my disagreement to myself in order to avoid hard feelings. \_\_\_\_\_
17. I generally pursue my side of an issue. \_\_\_\_\_
18. I negotiate with the other to reach a compromise. \_\_\_\_\_
19. I often go with the other's suggestion. \_\_\_\_\_

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20. I exchange accurate information with the other so we can resolve a problem together. \_\_\_\_\_
21. I try to avoid unpleasant exchanges with the other. \_\_\_\_\_
22. I sometimes use my power to win. \_\_\_\_\_
23. I use “give and take” so that a compromise can be made. \_\_\_\_\_
24. I try to satisfy the other’s expectations. \_\_\_\_\_
25. I try to bring all our concerns out in the open so that the issue can be resolved. \_\_\_\_\_

### Scoring

As stated, the 25 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. However, if you are a leader who must deal with conflict on a regular basis, you may find your style to be a blend of styles.

**Points: 25-21 = very strong; 20-16 = strong; 15-11 = average; 10-6 = weak; 5-1 = very weak**

1. _____	2. _____	3. _____	4. _____	5. _____
6. _____	7. _____	8. _____	9. _____	10. _____
11. _____	12. _____	13. _____	14. _____	15. _____
16. _____	17. _____	18. _____	19. _____	20. _____
21. _____	22. _____	23. _____	24. _____	25. _____
Avoidance Total	Competition Total	Compromise Total	Accommodation Total	Collaboration Total