Conflict Resolution Style Assessment

Participant’s Name: __________________________

The proverbs listed below describe some of the different strategies for resolving conflicts. Proverbs state traditional wisdom, and these proverbs reflect traditional wisdom for resolving conflicts. Read each proverb carefully and, using the following scale, indicate how typical each proverb is of your actions in a conflict.

5 = very often the way I act in a conflict
4 = frequently the way I act in a conflict
3 = sometimes the way I act in a conflict
2 = seldom the way I act in a conflict
1 = never the way I act in a conflict

1. It is easier to refrain than to retreat from a quarrel. ____
2. If you cannot make a person think as you do, make him or her do as you think. ____
3. Soft words win hard hearts. ____
4. You scratch my back, I’ll scratch yours. ____
5. Come now and let us reason together. ____
6. When two quarrel, the person who keeps silent first is the most praiseworthy. ____
7. Might overcomes right. ____
8. Smooth words make smooth ways. ____
9. Better half a loaf than no bread at all. ____
10. Truth lies in knowledge, not in majority opinion. ____
11. He who fights and runs away lives to fight another day. ____
12. He hath conquered well that hath made his enemies flee. ____
13. Kill your enemies with kindness.
15. No person has the final answer but every person has a piece to contribute.
16. Stay away from people who disagree with you.
17. Fields are won by those who believe in winning.
18. Kind words are worth such and cost little.
19. Tit for tat is fair play.
20. Only the person who will not flee will make others flee.
21. Avoid quarrelsome people as they will only make your life miserable.
22. A person who will not flee will make others flee.
23. Soft words ensure harmony.
24. One gift for another makes good friends.
25. Bring your conflicts into the open and face them directly; only then will the best solution be discovered.
26. The best way of handling conflicts is to avoid them.
27. Put your foot down where you mean to stand.
28. Gentleness will triumph over anger.
29. Getting part of what you want is better than not getting anything at all.
30. Frankness, honesty, and trust will move mountains.
31. There is nothing so important that you have to fight for it.
32. There are two kinds of people in the world, winners and losers.
33. When one hits you with a stone, hit him or her with a piece of cotton.

34. When both people give half-way, a fair settlement is achieved.

35. By digging and digging, the truth is discovered.

To score your Conflict Resolution Style, enter your scoring numbers for each numbered proverb in the columns below and total the entries for each column. The higher the total score for each conflict strategy, the more frequently you tend to use that strategy.

**Scoring Key:**

<table>
<thead>
<tr>
<th>Withdrawning</th>
<th>Forcing</th>
<th>Smoothing</th>
<th>Compromising</th>
<th>Confronting</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ 1</td>
<td>___ 2</td>
<td>___ 3</td>
<td>___ 4</td>
<td>___ 5</td>
</tr>
<tr>
<td>___ 6</td>
<td>___ 7</td>
<td>___ 8</td>
<td>___ 9</td>
<td>___ 10</td>
</tr>
<tr>
<td>___ 11</td>
<td>___ 12</td>
<td>___ 13</td>
<td>___ 14</td>
<td>___ 15</td>
</tr>
<tr>
<td>___ 16</td>
<td>___ 17</td>
<td>___ 18</td>
<td>___ 19</td>
<td>___ 20</td>
</tr>
<tr>
<td>___ 21</td>
<td>___ 22</td>
<td>___ 23</td>
<td>___ 24</td>
<td>___ 25</td>
</tr>
<tr>
<td>___ 26</td>
<td>___ 27</td>
<td>___ 28</td>
<td>___ 29</td>
<td>___ 30</td>
</tr>
<tr>
<td>___ 31</td>
<td>___ 32</td>
<td>___ 33</td>
<td>___ 34</td>
<td>___ 35</td>
</tr>
<tr>
<td>___ Total</td>
<td>___ Total</td>
<td>___ Total</td>
<td>___ Total</td>
<td>___ Total</td>
</tr>
</tbody>
</table>


**INTERPRETING YOUR RESULTS:**

Consider your conflict resolution style and the project team you are working with. How might your style impact team performance? What can you do to flex your natural style that would have a more positive influence on team performance?
Provide your interpretation in the text box below: