

What is your Approach to Conflict?

(Adapted from Thomas-Kilmann, 1974)

Use the following rating scale to indicate your preferences to the statements below.

4 = True of me most of the time

3 = True of me some of the time

2 = Rarely true of me

1 = Never true of me

1	I will argue even though I'm wrong.	1	2	3	4
2	I tend to give in during most conflicts.	1	2	3	4
3	I think the best way to resolve conflict is to meet in the middle.	1	2	3	4
4	The most important thing for me is to maintain peace.	1	2	3	4
5	I generally manage to resolve issues rationally.	1	2	3	4
6	When there's a disagreement, I usually tell people what to do.	1	2	3	4
7	There are times when I give in to the other person even when I'm right just to end the conflict.	1	2	3	4
8	I try to compromise in most conflicts.	1	2	3	4
9	Where there's a problem, I just try to ignore it and hope it goes away.	1	2	3	4
10	I try very hard to see the problem from the other person's point-of-view.	1	2	3	4
11	I tend to blame and accuse the other person.	1	2	3	4
12	I often agree to something that I later regret.	1	2	3	4
13	I will often ask for more initially so I can get more by compromising.	1	2	3	4
14	I would rather pretend everything is okay than confront someone.	1	2	3	4
15	I usually find that the other party and myself both walk away feeling we gained something from discussing a difficult issue.	1	2	3	4
16	I tend to see conflict as a situation in which one person wins and the other person loses.	1	2	3	4
17	I find myself on the losing end of most arguments.	1	2	3	4
18	I accept solutions that only partially meet my needs and the other person's needs.	1	2	3	4
19	I usually avoid bringing up issues even though they bother me.	1	2	3	4
20	I focus on the needs of the relationship as well as my personal needs during a conflict.	1	2	3	4

Scoring

In the spaces below, enter the numbers you circled for each statement on the conflict questionnaire, and then add them up to determine your primary approaches to conflict.

#1_____ + #6_____ + #11_____ + #16_____ = _____ Competing

#2_____ + #7_____ + # 12_____ + #17_____ = _____ Accommodating

#3_____ + #8_____ + #13 _____ + #18_____ = _____ Compromising

#4_____ + #9_____ + #14_____ + #19_____ = _____ Avoiding

#5_____ + #10_____ + #15_____ + #20_____ = Collaborating

My primary approach to conflict is _____

My most challenging approach to conflict is _____

Conflict Styles Summary	
Accommodate	You meet the other person's needs and interests without regard to own.
Avoid	Does not deal with your own or others needs and interests directly.
Collaborate	Meet your own and other's needs and interests.
Compete	Meet your own needs and interests without concern of others.
Compromise	Meet immediate needs and interests of both parties with solution that gives a little and gets a little.