

Conflict Self-Assessment

You're about to learn the valuable career skills of how to manage conflict productively. Take the self-assessment below to determine how well you presently handle conflict.

1. I see conflict as an opportunity	Never	Sometimes	Always
2. I address conflict openly, without avoiding or ignoring it.	Never	Sometimes	Always
3. I speak directly to the key person in a conflict (rather than complaining to a third party).	Never	Sometimes	Always
4. I listen patiently to the other side in a conflict (I don't interrupt).	Never	Sometimes	Always
5. I separate the issue of the conflict from the feelings.	Never	Sometimes	Always
6. I express my views without making personal attacks on the other person.	Never	Sometimes	Always
7. I use emotional self-control during a conflict	Never	Sometimes	Always
8. I remain non-defensive even when someone attacks me	Never	Sometimes	Always
9. I am flexible in negotiating , when it's appropriate	Never	Sometimes	Always
10. I hold firmly to my position, when that's appropriate	Never	Sometimes	Always

Now score your responses:

Never = 1 point each; Sometimes = 2 points each; Always = 3 points each

27-30 points: Congratulations! You manage conflict effectively.

18-26 points: You have room for improvement.

17 points or less: You have major challenges in learning to manage and benefit from conflict.

Contact HelpPeople Employee Assistance Program at 470-7447 for more information or an appointment.

All calls are confidential