



## 9 Approaches to Conflict

### What's My Style?

#### Directions:

This self-assessment quiz describes nine different ways of dealing with conflict. None are better or worse than any of the others, they are just different ways of seeing and processing conflict. There are nine paragraphs below. Read each of them and select the one that most describes what you think about conflict and how you deal with it. If you are struggling between a few paragraphs pick the one that most describes you and then pick the one that next describes you the most and then a third. Put a '1', '2', and '3' next to the corresponding paragraphs.

- Conflict is wrong. Resolving conflict is pretty “black or white” -- one party is either right or wrong and others should be able to admit when they are wrong. I don't like others who point out that I'm wrong though. I tend to get defensive and just can't understand why others can't see my point of view. I would never get angry in front of people. My anger may look more like irritation, impatience or judgment. People who aren't concerned with things being perfect really annoy me.
- I'm not real comfortable with conflict but if it does arise, I'll try to resolve a disagreement by persuading, even manipulating, others to see my point of view. I can get pretty angry if someone doesn't agree with me or give me what I want. Conflict in relationships is what really upsets me especially when I've done a lot for someone and they don't appreciate it.
- Conflict is a means to an end. When I'm really clear about what I want, I can deal with conflict knowing that it's leading me towards the goal I want. What I don't like is the possibility that I might fail at something. That creates a lot of internal conflict and then I might outwardly seem scattered, tense and uptight. I might even try to hide the failure or mistake so that other people won't find it out and then think I'm not as confident as I appear. People who get in the way of my accomplishing things or people who are overly concerned with details irritate me.



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- Conflict produces a strong emotional response in me. I tend to take things personally. Relationships are very important to me and if conflict arises, I am overwhelmed by the emotions that arise or may not choose to deal with the emotions. When others don't understand my point of view or don't take the time to understand where I am coming from, my feelings get hurt. I have a hard time telling someone that they have hurt my feelings and may either avoid the issue, hold a grudge, (and you won't know it), or withdraw. People who are too task-oriented or superficial annoy me.
  
- There are logical solutions to conflict. There is little room for emotions in dealing with conflict. As a matter of fact, emotional people really drain me and I have to get away from them quickly. I like to figure out and come up with solutions but prefer to do it behind closed doors, not in a room with others. I separate feelings from facts and that's how conflict should be dealt with.
  
- Conflict arises when people don't do what they say they will do, are not trustworthy or when their intentions are in question. I need to be able to like and trust the people I work with and being loyal to a cause, the team or a relationship is critical. When conflict with people in authority arises, I may either avoid dealing with the conflict (yet internally feel that this person has really let me down and I will now become suspicious of their actions) or I can go against the authority and confront them either directly or covertly. I am very good at troubleshooting, looking ahead and seeing the "worst-case" scenarios. Others sometimes interpret this as being negative or argumentative --I just want to make sure everyone understands the possible dangers before moving ahead.



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- I usually avoid conflict when it gets personal, painful or negative. I like everything, relationships and life to be a positive experience. When conflict does arise, I usually turn it into a positive, shift focus to something else, redirect or even change the rules to avoid the issues, or convince people it really isn't as bad as they are making it. I get upset and angry when people try to make me commit to something, drag me down or make me look at negative things. I'll usually tell people what they want to hear, -- make a commitment just to keep them happy, People get upset with me for not making or meeting commitments yet I usually have a good reason for not being able to do this.
- I'm not uncomfortable at all with conflict. As a matter of fact it is in conflict (the heat of the moment) that I know exactly where another person stands. I hate weak and indecisive people B they drive me crazy. I get really energized by conflict and will stay in conflict until others see my point of view. I want people to do things my way and am very forceful and assertive in getting people to see things my way. People always tell me I come across angry and controlling. All I know is that that's the way you've got to be to succeed.
- Conflict is very difficult. I have a physical reaction to the possibility of real conflict. All I want is for people to get along and not fight. There has to be a solution to conflict and I'm really good at mediating conflict between others because I can easily understand other people's points of view. When I am in conflict, I may just go along with others or say I agree when really, internally, I'm either not sure or I don't agree. People get frustrated with my indecisiveness. I usually know what I don't want before I know what I do want. Once I know my position, I can appear really stubborn and stuck in my position, or act passive aggressively (I may say yes but I may put off or not do what you want me to do).



## What's my next step?

### STEP ONE:

[Click Here](#) to send your first, second and third choices to me and provide your email address and contact information to receive 3–5 personalized strategies for successfully navigating conflict when it arises in your life. Indicate in your email if you'd like to speak with me further about handling a specific situation that you face. Be sure to provide the best contact number for me to use when contacting you.

### STEP TWO:

[Click Here](#) to download a **FREE** Article, *A Relationship Recovery Program: A Proactive Approach to Handling Customer Complaints*

### STEP THREE:

[Click here](#) to receive a **FREE** e-book promotion for [Wake Up and SELL!](#), written by co-authors, Theresa Gale and Mary Wampler. You will receive a **FREE** Self Assessment of your Sales Style and a **FREE** Article, *Self Mastery As a Way of Life*.