

Conflict Management Styles Self-Assessment

Conflict is inevitable. So, it is valuable to be aware of how we tend to respond when disagreements arise. This self-assessment tool is designed to help you evaluate your typical tendencies in connection with 5 common conflict management styles.

Keep in mind that one style is not better than another. Please score each statement indicating how you *would* behave rather than how you think you *should* behave.

Rate each statement on a scale of 1 to 4 indicating how likely you are to use the stated response:

1 = Rarely 2 = Sometimes 3 = Often 4 = Always

1. I explore issues with others to find solutions that meet everyone's needs. _____
2. I try to negotiate and adopt a give-and-take approach to problem situations. _____
3. I try to meet the expectations of others. _____
4. I would argue my case and insist on the merits of my point of view. _____
5. When there is a disagreement, I gather as much information as I can and keep the lines of communication open. _____
6. When I find myself in an argument, I usually say very little and try to leave as soon as possible. _____
7. I try to see conflicts from both sides. What do I need? What does the other person need? What are the issues involved? _____
8. I prefer to compromise when solving problems and just move on. _____
9. I find conflicts challenging and exhilarating; I enjoy the battle of wits. _____
10. Being at odds with other people makes me feel uncomfortable and anxious. _____
11. I try to accommodate the wishes of my friends and family. _____
12. I can figure out what needs to be done and I am usually right. _____
13. To break deadlocks, I would meet people halfway. _____
14. I may not get what I want but it's a small price to pay for keeping the peace. _____
15. I avoid hard feelings by keeping my disagreements with others to myself. _____

Score:

To find your conflict management style, total the points for the statement numbers listed below.

The one with the highest score will indicate your most used conflict response. The one with the lowest score will indicate your least preferred strategy.

Statements 1, 5, 7 _____

Statements 4, 9, 12 _____

Statements 6, 10, 15 _____

Statements 3, 11, 14 _____

Statements 2, 8, 13 _____

*Source: North Carolina State University, Office of Faculty Ombudsman;
<https://facultyombuds.ncsu.edu/files/2015/11/Conflict-management-styles-quiz.pdf>; (6/27/2025)
Original source Reginald (Reg) Adkins, PhD, Elemental Truths,
<http://elementaltruths.blogspot.com/2006/11/conflict-management-quiz.html>
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