

**My  
Mentored  
Learning**  
2023

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# Conflict Resolution

Identify your natural conflict resolution style

# Conflict Resolution

## Leadership Behaviors that Elevate a Leader's Conflict Resolution Capabilities

To elevate our conflict resolution capabilities, it's crucial to cultivate key leadership behaviors that promote constructive engagement with conflict. These behaviors include self-awareness, self-control, assertive communication, collaboration, problem-solving, empathy, and active listening.

Self-awareness is the foundation of conflict resolution, and it involves recognizing and managing our emotions and reactions. Self-awareness elevates our understanding of our natural conflict resolution style. With this knowledge we can become more adept at recognizing and managing our natural reactions to conflict, leading to more constructive conflict resolution

Self-awareness

Self-control

Empathy

Active Listening

Open-mindedness

Assertiveness

Flexibility

Problem-solving

Collaborative Approach

Patience

Positive Attitude

Conflict Intelligence

Conflict Resolution Self-Assessment



Source: Reginald (Reg) Adkins, Ph.D., Elemental Truths. <http://elementaltruths.blogspot.com/2006/11/conflictmanagement-quiz.html>

## Self-Assessment

# Conflict Management Styles

Mark the response that best describes you.

1 of 4

#	Question	Rarely	Sometimes	Often	Always
1	I discuss issues with others to try to find solutions that meet everyone's needs.				
2	I try to negotiate and use a give-and-take approach to problems situations.				
3	I try to meet the expectations of others.				
4	I would argue my case and insist on the advantages 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.				

## Self-Assessment

# Conflict Management Styles

Mark the response that best describes you.

2 of 4

#	Question	Rarely	Sometimes	Often	Always
7	I try to see conflict from both sides. I consider what all parties need.				
8	I prefer to compromise when solving problems and just move on.				
9	I find conflicts exhilarating; I enjoy the battle of wits that usually accompanies conflict.				
10	Being in a disagreement with other people makes me feel uncomfortable and anxious.				
11	I try to meet the wishes of my friends and family.				
12	I can easily identify what needs to be done, and I'm most often right.				

# Self-Assessment

## Conflict Management Styles

Mark the response that best describes you.

3 of 4

#	Question	Rarely	Sometimes	Often	Always
13	To break deadlocks, I will 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.				

To identify your preferred or natural style, total the points for each style. The style with the highest score most often indicates your natural and most commonly used resolution style.

Collaborating (questions 1,5,7)

Competing: (questions 4,9,12)

Avoiding: (questions 6,10,15)

Accommodating: (questions 3,11,14)

Compromising: (questions 2,8,13)

  
  
  
  

My natural conflict management style is:

The style I would like to work on is: