

# Conflict Management Styles Scale

## SECTION I

### When I was in this conflict I ...

attempted to find a middle ground	YES	NO
gave up some of my concerns and agreed to concerns of the other person	YES	NO
kept talking until we found a solution	YES	NO
took an assertive but not domineering position	YES	NO
compromised so that we would still be friends	YES	NO
tried to negotiate	YES	NO
gave in a little to find a solution	YES	NO
offered a middle position to solve the problem	YES	NO
looked for a way to at least partially satisfy us both	YES	NO
tried to convince the other person to give up something	YES	NO

TOTAL = \_\_\_\_\_

## SECTION II

### When I was in this conflict I . . .

did not even consider the points of view of the other person	YES	NO
argued the merits of my position	YES	NO
firmly defended my side of the issue	YES	NO
asserted my point of view and did not cooperate	YES	NO
enjoyed debating the issue	YES	NO
stood my ground stubbornly throughout the process	YES	NO
did not worry about keeping the relationship	YES	NO
wanted to win more than anything else	YES	NO
aggressively defended my position	YES	NO
attempted to intimidate the other person	YES	NO

TOTAL = \_\_\_\_\_

**SECTION III**

**When I was in this conflict I . . .**

avoided the person entirely	YES	NO
ignored the conflict until it went away	YES	NO
withdrew from the situation even though it hurt me to do so	YES	NO
acted in a passive way	YES	NO
let the situation resolve itself	YES	NO
postponed dealing with it for as long as possible	YES	NO
left the situation	YES	NO
accepted blame even though I knew I was right	YES	NO
admitted I was wrong, even if I didn't believe it	YES	NO
took the easiest way out of the conflict	YES	NO

TOTAL = \_\_\_\_\_

**SECTION IV**

**When I was in this conflict I . . .**

tried to meet the expectations of the other person	YES	NO
accepted what was offered by the other person	YES	NO
ignored my own goals to resolve the conflict	YES	NO
caved in	YES	NO
tried to accommodate the wishes of the other person	YES	NO
downplayed the conflict to maintain the relationship	YES	NO
gave in to the needs of the other person	YES	NO
just did what I needed to keep the peace	YES	NO
retreated to avoid hurting the feelings of the other person	YES	NO
sacrificed my own needs for those of the other person	YES	NO

TOTAL = \_\_\_\_\_

**SECTION V**

**When I was in this conflict I . . .**

worked to find solutions that are mutually acceptable	YES	NO
traded information so we could solve the problem	YES	NO
brought all concerns out into the open	YES	NO
listened to the other person's feelings	YES	NO
searched for solutions that would take both views into account	YES	NO
tried for a "win-win" solution	YES	NO
wasn't worried about how long it took to find the best solution	YES	NO
enjoyed the open discussions of the issues	YES	NO
wanted both sides to be satisfied	YES	NO
learned a lot and shared information with the other person	YES	NO

TOTAL = \_\_\_\_\_

# Hot Buttons Scale

	YES	NO	
<b>I get into conflicts mostly when someone . . .</b>			
Does not give me the respect I deserve	2	1	(R)
Does not acknowledge my accomplishments	2	1	(R)
Does not value my contribution	2	1	(R)
Does not recognize what I have to offer	2	1	(R)
Does not treat me fairly	2	1	(R)
Does not include me	2	1	(R)
	R Total = _____		
Criticizes me	2	1	(C)
Makes fun of me	2	1	(C)
Censures what I say	2	1	(C)
Passes judgment on me	2	1	(C)
Speaks poorly of me behind my back	2	1	(C)
Gives me negative feedback	2	1	(C)
	C Total = _____		
Tells me what to do	2	1	(I)
Holds power over me	2	1	(I)
Tries to rule what I do	2	1	(I)
Holds me back	2	1	(I)
Takes control away from me	2	1	(I)
Manipulates me	2	1	(I)
	I Total = _____		
Tries to cheat me	2	1	(P)
Takes my things without my consent	2	1	(P)
Withholds from me what I need	2	1	(P)
Gain what I want	2	1	(P)
Leaves me without the resources I need	2	1	(P)
Receives more than I do	2	1	(P)
	P Total = _____		
Makes unrealistic demands of me	2	1	(H)
Maintains flexibility	2	1	(H)
Threatens me or others	2	1	(H)
Uses hostile humor	2	1	(H)
Ignores me	2	1	(H)
Manipulates me with nasty or rude comments	2	1	(H)
	H Total = _____		

# Listening for Meaning Scale

When I am talking with another person . . .	TRUE	FALSE
<b>BODY LANGUAGE</b>		
I make appropriate eye contact	2	1
I hardly notice body language and tone of voice	1	2
I maintain open body posture	2	1
I lean a little toward the person who is speaking	2	1
I rarely nod my head to show understanding	1	2
I reassure and support the other person	2	1
TOTAL = _____		
<b>ATTENDING</b>		
I listen with my full attention	2	1
I finish the other person's sentences	1	2
I try to understand what the other person is saying	2	1
I am constantly comparing myself to the other person	1	2
I try to read the other person's mind	1	2
I try not to interrupt	2	1
TOTAL = _____		
<b>RESPONDING</b>		
I think about other things while the person is talking	1	2
I mentally plan my response while the other person is talking	1	2
I do not judge the person ahead of time	2	1
I am easily distracted	1	2
I focus on specific points and shut out the rest of the message	1	2
I find myself daydreaming	1	2
TOTAL = _____		
<b>LISTENING FOR UNDERSTANDING</b>		
I listen for feelings as well as content	2	1
I ask for clarification if I do not understand something	2	1
I hear what I want to hear	1	2
I attempt to understand the underlying meaning of the words	2	1
I always seem to understand the other person's position	2	1
I let the other person know I heard what was said	2	1
TOTAL = _____		