

Take this short survey to help you determine your preferred approach to managing conflict. You will learn more about your preferred approach if your choices reflect how you actually behave, not how you would like to behave.

Write down the question number and the letter of the statement that best describes your behaviour in most situations.			
1.	A	There are times when I let others take responsibility for solving problems.	B Rather than negotiate the things on which we disagree, I try to stress those things upon which we both agree.
2.	A	I try to find a compromise solution.	B I attempt to deal with all of others' and my concerns.
3.	A	I am usually firm in pursuing my goals.	B I might try to soothe the other's feelings and preserve our relationship.
4.	A	I try to find a compromise solution.	B I sometimes sacrifice my own wishes for the wishes of the other person.
5.	A	I consistently seek the other person's help in working out a solution.	B I try to do what is necessary to avoid useless tensions.
6.	A	I try to postpone the issue until I have had some time to think it over.	B I give up some points in exchange for others.
7.	A	I am usually firm in pursuing my goals.	B I attempt to get all concerns and issues immediately out in the open.
8.	A	I feel that differences are not always worth worrying about.	B I make some effort to get my way.
9.	A	I am firm in pursuing my goals.	B I try to find a compromise solution.
10.	A	I attempt to get all concerns and issues immediately.	B I might try to soothe the other person's feelings and preserve our relationship.

Once you are familiar with the approach you prefer to employ, familiarise yourself with the other approaches. Being able to understand and employ an approach suited to the situation in which, or individual with whom the conflict takes place is hugely beneficial.

Circle the letter you chose (A or B) for each of the numbered statements in the survey. Total the number of circled items per column to reveal your preferred approach to managing conflict.					
1.				A	B
2.		B	A		
3.	A				B
4.			A		B
5.		A		B	
6.			B	A	
7.	A	B			
8.	B			A	
9.	A		B		
10.		A			B
Total					
	Competing	Collaborating	Compromising	Avoiding	Accommodating

Competing - You pursue your concerns at the other person's expense. This is a power-oriented approach in which you use whatever power seems appropriate to win your own position — your ability to argue, your position, or ability to reward or punish. Competing means “standing up for your rights”, defending a position you believe is correct, or simply trying to win.

Collaborating - It is the opposite of avoiding. You work with others to find a solution that fully satisfies your and others’ concerns. It means digging into an issue to pinpoint the underlying needs and wants of all parties. Collaborating may take the form of exploring a disagreement to learn one another's insights or trying to find a creative solution to an interpersonal problem.

Compromising - You seek an expedient, mutually acceptable solution that partially satisfies both parties. It falls midway between competing and accommodating. Compromising gives up more than competing but less than accommodating. It addresses an issue more directly than avoiding but does not explore it in as much depth as collaborating. Compromising may mean splitting the difference between the two positions, exchanging concessions, or seeking a quick middle-ground solution.

Avoiding - You neither pursue your own concerns nor those of the other person. You do not deal with the conflict. Avoiding may take the form of diplomatically side-stepping an issue, postponing an issue until a better time, or simply withdrawing from a threatening situation.

Accommodating - This is the complete opposite of competing. You neglect your own concerns to satisfy the concerns of the other person. Accommodating may take the form of selfless generosity or charity, complying with another person's instructions when you would prefer not to, or yielding to another's point of view.