

Name:

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**APPLYING**



**My preferred conflict management style is:**

**The conflict management style I would like to work on is:**

**How can I practice this conflict management style?**

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## CONNECTING

### Conflict Management Styles

CIRCLE ONE response that best describes you. Be honest, there are no right or wrong answers!

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

To find your most preferred style, total the points for each style. The style with the highest score indicates your most commonly used strategy. The one with the lowest score indicates your least preferred strategy.

Style	Corresponding Statements	Total
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	_____

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## PRACTICING

### Which Style Works Best?

Directions: Review each scenario and discuss which conflict management style would work best. Develop a short role play that you can present to the class that demonstrates the effectiveness of the style you chose. Be prepared to give reasons to support your choice. If your group can't agree be ready to roleplay both choices.



#### Scenario **A**

You and your best friend (and roommate) have a cleaning agreement set up. You alternate cleaning the bathroom. But your best friend has been going out a lot and often skips his/her turn. What do you do?

#### Scenario **B**

You are working on a group project for your American Government class. Your team members have not been very active in group discussions. You've told them that the project won't be done on time unless you get some more help but no one does anything. What do you do?

#### Scenario **C**

You went out with your friends on Saturday night and things got out of control. You were not in condition to drive or even walk home, but your friends left you there anyway. At 2 AM you were finally able to stagger home. What do you do?

#### Scenario **D**

You and your friend work at the same business. Your friend tends to wait until the last minute to get his/her work done. You work more steadily and keep on top of your work daily. Lately you feel you have to worry about your friend's work more than your own. Because you rely on each other for certain tasks, you are uncomfortable waiting until an hour or so before a deadline when you are then forced to collaborate. What do you do?

#### Scenario **E**

You and your cousin are the same age, grew up near each other, and are best friends. You see each other at family gatherings and hang out together whenever you can. But lately you've seen things on your cousin's social media pages and heard them express political views that you totally disagree with. It surprises you that your own flesh-and-blood who you thought you knew so well, feels the way they do. You are planning on becoming roommates after high school. What do you do?