

## Conflict Resolution Styles, part 1

### Conflict Scale Questionnaire

The proverbs listed below can be thought of as descriptions of some of the different strategies for dealing with conflict. The proverbs state traditional wisdom for resolving conflicts. Read each of the proverbs carefully. Using the scale given below, indicate how typical each proverb is of your usual behavior in dealing with a conflict.

- 5 = very typical** of the way I act in a conflict  
**4 = frequently typical** of the way I act in a conflict  
**3 = sometimes typical** of the way I act in a conflict  
**2 = seldom typical** of the way I act in a conflict  
**1 = not typical** of the way I act in a conflict



- \_\_\_\_\_ 1. It is easier to refrain from than to retreat from conflict.
- \_\_\_\_\_ 2. If you cannot make a person think as you do, make them do as you think.
- \_\_\_\_\_ 3. Soft words win hard hearts.
- \_\_\_\_\_ 4. You scratch my back and I'll scratch yours.
- \_\_\_\_\_ 5. "Come now and let us reason together."
- \_\_\_\_\_ 6. When two people quarrel, the person who keeps silent first is the most praiseworthy.
- \_\_\_\_\_ 7. Might overcomes right.
- \_\_\_\_\_ 8. Smooth words make smooth ways.
- \_\_\_\_\_ 9. Better half a loaf than no bread at all.
- \_\_\_\_\_ 10. Truth lies in knowledge, not in majority opinion.
- \_\_\_\_\_ 11. He who fights and runs away lives to fight another day.
- \_\_\_\_\_ 12. He hath conquered well that hath made his enemies flee.
- \_\_\_\_\_ 13. Kill your enemies with kindness.
- \_\_\_\_\_ 14. A fair exchange brings no quarrel.
- \_\_\_\_\_ 15. No person has the final answer, but every person has a piece to contribute.



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### Conflict Scale Questionnaire

- \_\_\_\_\_ 16. Stay away from people who disagree with you.
- \_\_\_\_\_ 17. Fields are won by those who believe in winning.
- \_\_\_\_\_ 18. Kind words are worth much and cost little.
- \_\_\_\_\_ 19. Tit for tat is fair play.
- \_\_\_\_\_ 20. Only the person who is willing to give up his monopoly on truth can profit from the truths that others hold.
- \_\_\_\_\_ 21. Avoid quarrelsome people as they will only make your life miserable.
- \_\_\_\_\_ 22. A person who will not flee will make others flee.
- \_\_\_\_\_ 23. Soft words ensure harmony.
- \_\_\_\_\_ 24. One gift for another makes good friends.
- \_\_\_\_\_ 25. Bring your conflicts into the open and face them directly—only then will the best solution be discovered.
- \_\_\_\_\_ 26. The best way of handling conflicts is to avoid them.
- \_\_\_\_\_ 27. Put your foot down where you mean to stand.
- \_\_\_\_\_ 28. Gentleness will triumph over anger.
- \_\_\_\_\_ 29. Getting part of what you want is better than not getting anything at all.
- \_\_\_\_\_ 30. Frankness, honesty and trust will move mountains.
- \_\_\_\_\_ 31. There is nothing so important you have to fight for it.
- \_\_\_\_\_ 32. There are two kinds of people in the world, the winners and the losers.
- \_\_\_\_\_ 33. When one hits you with a stone, hit him with a piece of cotton.
- \_\_\_\_\_ 34. When both people give in halfway, a fair settlement is achieved.
- \_\_\_\_\_ 35. By digging and digging, the truth is discovered.

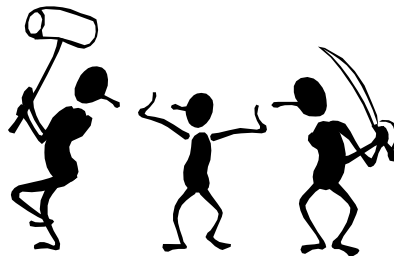
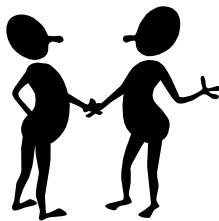


**Conflict Resolution Styles, part 2**

**Tally of Conflict Resolution Styles**

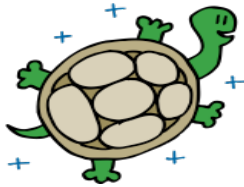
**DIRECTIONS:** Place the number you have written on the Conflict Scale Questionnaire (i.e., 1, 2, 3, 4 or 5) by the item numbers listed below and total each column.

WITHDRAWING TYPE I	FORCING TYPE II	SMOOTHING TYPE III	COMPROMISING TYPE IV	CONFRONTING TYPE V
1. _____	2. _____	3. _____	4. _____	5. _____
6. _____	7. _____	8. _____	9. _____	10. _____
11. _____	12. _____	13. _____	14. _____	15. _____
16. _____	17. _____	18. _____	19. _____	20. _____
21. _____	22. _____	23. _____	24. _____	25. _____
26. _____	27. _____	28. _____	29. _____	30. _____
31. _____	32. _____	33. _____	34. _____	35. _____
T = _____	T = _____	T = _____	T = _____	T = _____



Conflict Resolution Styles

Type I

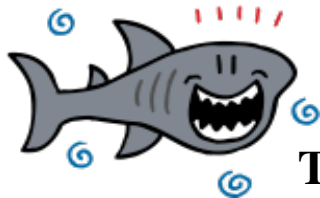


## The turtle withdraws.

Turtles tend to withdraw into their shells to avoid conflicts. They give up their personal goals and relationships. They stay away from issues over which conflict might take place and from people with whom they might have conflict. Turtles believe it is hopeless to try to resolve conflict. They tend to feel helpless in conflict situations and believe it is easier and better to withdraw (physically and psychologically) from conflict than to face it.

Conflict Resolution Styles

Type II



## The shark forces.

Sharks try to overpower opponents by forcing them to accept the forcer's solutions to the conflict. Sharks' goals are highly important to them, while their relationships with others with whom they are in conflict are of minor importance. Sharks tend to seek to achieve their own goals at all costs. They care little if other people like or accept them. Sharks assume that conflicts are settled by one person winning and one person losing—and by gum, they are not going to lose! Winning gives sharks a sense of pride and achievement. Losing gives them feelings of weakness, inadequacy, and failure. Sharks try to win in conflict by attacking.

Conflict Resolution Styles

Type III

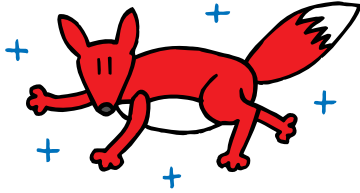


## The teddy bear smooths.

To teddy bears relationships with others is of great importance, while their own goals are of little importance. Teddy bears generally want to be liked and accepted by other people. They feel that conflict should be avoided in favor of harmony and that conflicts cannot be discussed or handled without damaging relationships. Teddy bears are afraid that if conflict continues, someone will get hurt and that this will ruin the relationship. Teddy bears say, "I'll give up my wants or desires in order to keep peace and harmony."

Conflict Resolution Styles

Type IV



**The fox compromises.**

Foxes are moderately concerned with their own goals and about their relationships with other people. Foxes seek a compromise in conflict situations. They give up part of their goals and try to convince the others involved in the conflict to give up part of their goals. They seek a solution to conflict where both sides gain something less than what they really want. Foxes are willing to sacrifice part of their goals and part of their relationships with others in order to reach agreement.

Conflict Resolution Styles

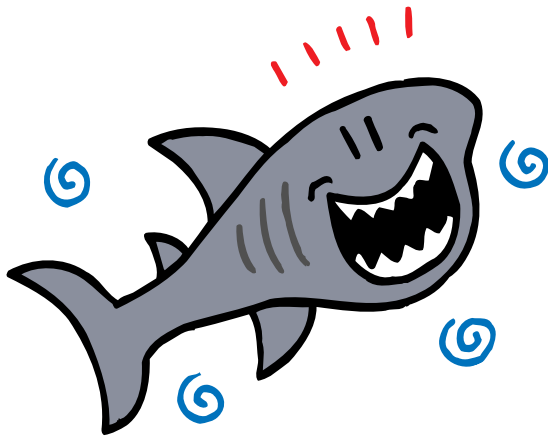
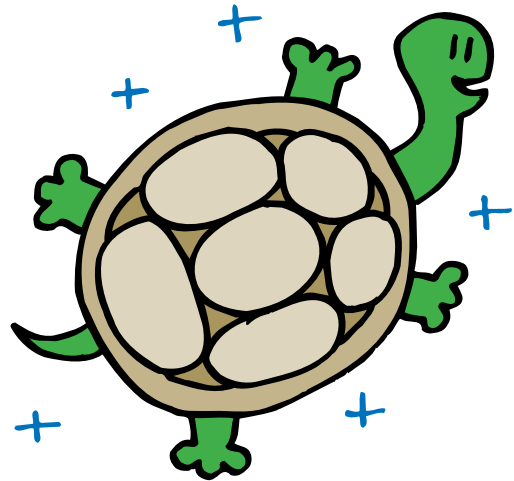
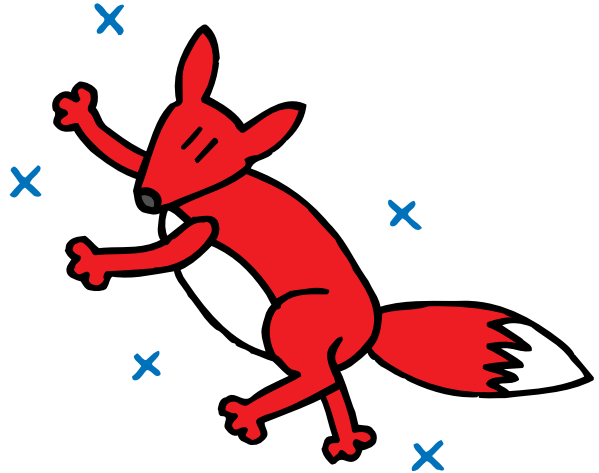
Type V



**The owl confronts.**

Owls highly value their own goals and their relationships with others involved in the conflict. They view conflicts as problems to be solved and they seek solutions that achieve both their own goals and the goals of others in the conflict. Owls see conflict as an opportunity to improve relationships by reducing tensions between people. They typically begin discussions to try to identify the conflict as a problem. By seeking solutions that satisfy both self and others, they maintain good relationships. Owls generally are not satisfied that conflict has been resolved until the goals of both sides have been met and until interpersonal tensions and negative feelings have been eliminated.

Icon Cards for Conflict Resolution



*Deal two cards at a time and discuss:*

**1. Interaction**

(How might these two types interact?)

**2. Proactive Intervention**

(How might I effectively react and/or intervene?)

**3. Proactive Self-Control**

(What awareness do I need if I find myself behaving as one of these types?)

