

Module 9 v Activity 5 v COOPERATION

Conflict Resolution Profile Survey

For each of the thirty statements listed below, indicate how frequently you typically behave as described when you come into conflict with another person. Rather than responding to these statements generally, you may wish to relate the statements to a particular person or setting familiar to you. Use the following scale.

2 = Most of the time

1 = Some of the time

0 = Rarely

1.	_____	I ask for help in resolving the conflict from someone outside our relationship.
2.	_____	I try to stress those things on which we both agree rather than focus on our disagreement.
3.	_____	I suggest we search for a compromise solution acceptable to both of us.
4.	_____	I attempt to bring out all the concerns of the other person.
5.	_____	I am firm in pursuing my goals.
6.	_____	I strive to preserve our relationship.
7.	_____	I seek to split the difference in our positions where possible.
8.	_____	I work toward a solution that meets <i>both</i> our needs.
9.	_____	I avoid the discussion of emotionally charged issues.
10.	_____	I try to impose my solution on the other person.
11.	_____	I emphasize whatever similarity I see in our positions.
12.	_____	I try to postpone any discussion until I have had time to think it over.
13.	_____	I propose a middle ground to the other person.
14.	_____	I use whatever power I have to get my wishes.
15.	_____	I attempt to get all our points immediately out in the open.
16.	_____	I give up one point in order to gain another.
17.	_____	I encourage the other person to offer a full explanation of her or his ideas to me.
18.	_____	I try to get the other person to see things my way.
19.	_____	I treat the other person as considerately as possible.
20.	_____	I suggest we think our concerns over individually before we meet in the hope that the anger will cool down.
21.	_____	I press to get my points made.
22.	_____	I support a direct and frank discussion of the problem.
23.	_____	I try to find a fair combination of gains and losses for both of us.
24.	_____	I try not to allow the other person's feelings to become hurt.
25.	_____	I avoid taking positions that would create controversy.
26.	_____	I suggest we each give in on some of our needs to find a solution we can both live with.
27.	_____	I listen carefully in order to understand the other person as well as possible.
28.	_____	I soothe the other person's feelings if emotions are running high.
29.	_____	I assert my position strongly.
30.	_____	I shrink from expressions of hostility.

Scoring the Survey

Fill in the blanks below with the same numbers you entered on the survey, and total your scores on each conflict resolution approach. Note that the blanks to be filled in do not always appear in the same order as the items on the survey.

1.	2.	5.	3.	4.
9.	6.	10.	7.	8.
12.	11.	14.	13.	15.
20.	19.	18.	16.	17.
25.	24.	21.	23.	22.
30.	28.	29.	26.	27.
Column Total	Column Total	Column Total	Column Total	Column Total
Avoidance	Accommodating	Forcing	Bargaining	Problem Solving

This is your conflict resolution profile. Note that your score for each approach can range from a low of 0 to a high of 12.

Source: Comex—*The Communications Experience in Human Relations*, Sussman/Deep, South-Western Publishing Co., 1984

Questions for Discussion

1. How do you explain your own profile? To what degree does it stem from your personality as opposed to the situation of which you were thinking?
2. What would you consider to be an "ideal" conflict resolution profile?