11.3 Conflict Style Questionnaire

Purpose

1. To identify your conflict style
2. To examine how your conflict style varies in different contexts or relationships

Directions

1. Think of two different situations (A and B) where you have a conflict, a disagreement, an argument, or a disappointment with someone, such as a roommate or a work associate. Write the name of the person for each of the following situations.

2. According to the scale that follows, fill in your scores for Situation A and Situation B. For each question, you will have two scores. For example, on Question 1 the scoring might look like this:
   1. 2 | 4

3. Write the name of each person for the two situations here:
   - Person A _____

     Person B _____
   - 1 = never   2 = seldom   3 = sometimes   4 = often   5 = always

Person A	Person B	
1.	_____	_____	I avoid being "put on the spot"; I keep conflicts to myself.
2.	_____	_____	I use my influence to get my ideas accepted.
3.	_____	_____	I usually try to "split the difference" in order to resolve an issue.
4.	_____	_____	I generally try to satisfy the other's needs.
5.	_____	_____	I try to investigate an issue to find a solution acceptable to both of us.
6.	_____	_____	I usually avoid open discussion of my differences with the other.
7.	_____	_____	I use my authority to make a decision in my favor.
8.	_____	_____	I try to find a middle course to resolve an impasse.
9.	_____	_____	I usually accommodate the other's wishes.
10.	_____	_____	I try to integrate my ideas with the other's to come up with a decision jointly.
11.	_____	_____	I try to stay away from disagreement with the other.

Person A	Person B	
12. _____ | _____		I use my expertise to make a decision that favors me.
13. _____ | _____		I propose a middle ground for breaking deadlocks.
14. _____ | _____		I give in to the other's wishes.
15. _____ | _____		I try to work with the other to find solutions that satisfy both our expectations.
16. _____ | _____		I try to keep my disagreement to myself in order to avoid hard feelings.
17. _____ | _____		I generally pursue my side of an issue.
18. _____ | _____		I negotiate with the other to reach a compromise.
19. _____ | _____		I often go with the other's suggestions.
20. _____ | _____		I exchange accurate information with the other so we can solve a problem together.
21. _____ | _____		I try to avoid unpleasant exchanges with the other.
22. _____ | _____		I sometimes use my power to win.
23. _____ | _____		I use "give and take" so that a compromise can be made.
24. _____ | _____		I try to satisfy the other's expectations.
25. _____ | _____		I try to bring all our concerns out in the open so that the issues can be resolved.

Source: Adapted from "Confirmatory Factor Analysis of the Styles of Handling Interpersonal Conflict: First-Order Factor Model and Its Invariance Across Groups," by M. A. Rahim and N. R. Magner, 1995, *Journal of Applied Psychology, 80*(1), 122–132. In W. Wilmot and J. Hocker (2011), *Interpersonal Conflict* (pp. 146–148). Published by the American Psychological Association.

Scoring: Add up your scores on the following questions:

A | B	A | B	A | B	A | B	A | B
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. ____|____
____|____	____|____	____|____	____|____	____|____
A | B Avoidance Totals	A | B Competition Totals	A | B Compromise Totals	A | B Accommodation Totals	A | B Collaboration Totals

(Continued)

(Continued)

Scoring Interpretation

This questionnaire is designed to identify your conflict style and examine how it varies in different contexts or relationships. By comparing your total scores for the different styles, you can discover which conflict style you rely most heavily upon and which style you use least. Furthermore, by comparing your scores for Person A and Person B, you can determine how your style varies or stays the same in different relationships. Your scores on this questionnaire are indicative of how you responded to a particular conflict at a specific time and therefore might change if you selected a different conflict or a different conflict period. The Conflict Style Questionnaire is not a personality test that labels or categorizes you; rather, it attempts to give you a sense of your more dominant and less dominant conflict styles.

Scores from 21 to 25 are representative of a very strong style.

Scores from 16 to 20 are representative of a strong style.

Scores from 11 to 15 are representative of an average style.

Scores from 6 to 10 are representative of a weak style.

Scores from 0 to 5 are representative of a very weak style.