

How Willing Are You To Resolve Conflict? Conflict?

We all claim to want peaceful resolution when conflict arises, but what's the truth? How willing are we to work it out? Take the following quiz to determine if you are a problem solver, problem avoider or a problem instigator.

1. Is it more important that
 - everybody wins?
 - the other side wins?
 - you win?
2. Conflicts offer opportunities for creative solutions.
 - true
 - false
3. During a conflict, I generally attack
 - the problem.
 - no one or nothing.
 - the other person.
4. I am concerned about the needs and concerns of everyone involved.
 - true
 - false
5. When faced with conflict, do you
 - stop and think?
 - back down?
 - gear up for the fight?
6. I want to resolve the conflict
 - in a reasonable amount of time.
 - as quickly as possible.
 - in the time it takes for me to win.
7. Information gathering during conflict resolution is
 - essential.
 - not necessary because I'll just give in to avoid it.
 - useless because I know I'm right.

cont.

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8. It's important to listen during conflict mediation so I can
- understand the other person's position.
 - agree with the other person allowing the conflict to end immediately.
 - plan my attack.
9. The most important aspect of conflict resolution is
- that the problem is resolved to everyone's satisfaction.
 - that it end as soon as possible.
 - that I am able to prove that I am right.
10. Negotiation is vital because
- it offers an opportunity for everyone to win.
 - it keeps people from fighting.
 - it allows everyone to see that my solution is the best.

When evaluating your answers, except for T/F statements, the first answers reflect a *problem solver* attitude, the second answers reflect a *problem avoider* attitude, and the third answers reflect a *problem instigator* attitude. Which are you? The T/F questions are generally answered true by problem solvers and avoiders, and false by problem instigators.

If you have difficulty resolving conflict or work with someone that you think has conflict resolution challenges, contact your Employee Assistance Program at 1-800-899-3926. We can help!

