

Self-Assessment: Dutch Test for Conflict Handling

Purpose: This self-assessment is designed to help you identify your preferred conflict-management style.

Instructions:

Read each of the statements below and circle the response that you believe best reflects your position regarding each statement. Then use the scoring key below to calculate your results for each conflict-management style.

When I have a conflict at work or school, I do the following:		Not at all	Seldom	Sometimes	Often	Almost Always
1.	I give in to the wishes of the other party.	1	2	3	4	5
2.	I try to realize a middle-of-the-road solution.	1	2	3	4	5
3.	I push my own point of view.	1	2	3	4	5
4.	I examine issues until I find a solution that really satisfies me and the other party.	1	2	3	4	5
5.	I avoid confrontation about our differences.	1	2	3	4	5
6.	I concur with the other party.	1	2	3	4	5
7.	I emphasize that we have to find a compromise solution.	1	2	3	4	5
8.	I search for gains.	1	2	3	4	5
9.	I stand for my own and other's goals and interests.	1	2	3	4	5
10.	I avoid differences of opinion as much as possible.	1	2	3	4	5
11.	I try to accommodate the other party.	1	2	3	4	5
12.	I insist that we both give in a little.	1	2	3	4	5
13.	I fight for a good outcome for myself.	1	2	3	4	5
14.	I examine ideas from both sides to find a mutually optimal solution.	1	2	3	4	5
15.	I try to make differences seem less severe.	1	2	3	4	5
16.	I adapt to the parties' goals and interests.	1	2	3	4	5
17.	I strive whenever possible toward a 50-50 compromise.	1	2	3	4	5
18.	I do everything to win.	1	2	3	4	5
19.	I work out a solution that serves my own and the other's interests as well as possible.	1	2	3	4	5
20.	I try to avoid a confrontation with the other.	1	2	3	4	5

Scoring Instructions:

To calculate your scores, write the number circled for each statement on the appropriate line in the scoring key below (statement numbers are in parentheses), and add up each scale. Then read the interpretation provided on the next page.

Yielding $\text{---} + \text{---} + \text{---} + \text{---} = \text{---}$
 (1) (6) (11) (16)

Compromising $\text{---} + \text{---} + \text{---} + \text{---} = \text{---}$
 (2) (7) (12) (17)

Forcing $\text{---} + \text{---} + \text{---} + \text{---} = \text{---}$
 (3) (8) (13) (18)

Problem solving $\text{---} + \text{---} + \text{---} + \text{---} = \text{---}$
 (4) (9) (14) (19)

Avoiding $\text{---} + \text{---} + \text{---} + \text{---} = \text{---}$
 (5) (10) (15) (20)

Interpreting Your Score:

The five conflict-handling dimensions are defined below, along with the range of scores for high, medium, and low levels of each dimension.

Conflict-Handling Dimension and Definition	Score Interpretation
Yielding: Yielding involves giving in completely to the other side's wishes, or at least cooperating with little or no attention to your own interests. This style involves making unilateral concessions, unconditional promises, and offering help with no expectation of reciprocal help.	High: 14 - 20 Medium: 9 - 13 Low: 4 - 8
Compromising: Compromising involves looking for a position in which your losses are offset by equally valued gains. It involves matching the other party's concessions, making conditional promises or threats, and actively searching for a middle ground between the interests of the two parties.	High: 17 - 20 Medium: 11 - 16 Low: 4 - 10
Forcing: Forcing tries to win the conflict at the other's expense. It includes "hard" influence tactics, particularly assertiveness, to get one's own way.	High: 15 - 20 Medium: 9 - 14 Low: 4 - 8
Problem Solving: Problem solving tries to find a mutually beneficial solution for both parties. Information sharing is an important feature of this style because both parties need to identify common ground and potential solutions that satisfy both (or all) of them.	High: 17 - 20 Medium: 11 - 16 Low: 4 - 10
Avoiding: Avoiding tries to smooth over or avoid conflict situations altogether. It represents a low concern for both self and the other party. In other words, avoiders try to suppress thinking about the conflict.	High: 13 - 20 Medium: 8 - 12 Low: 4 - 7