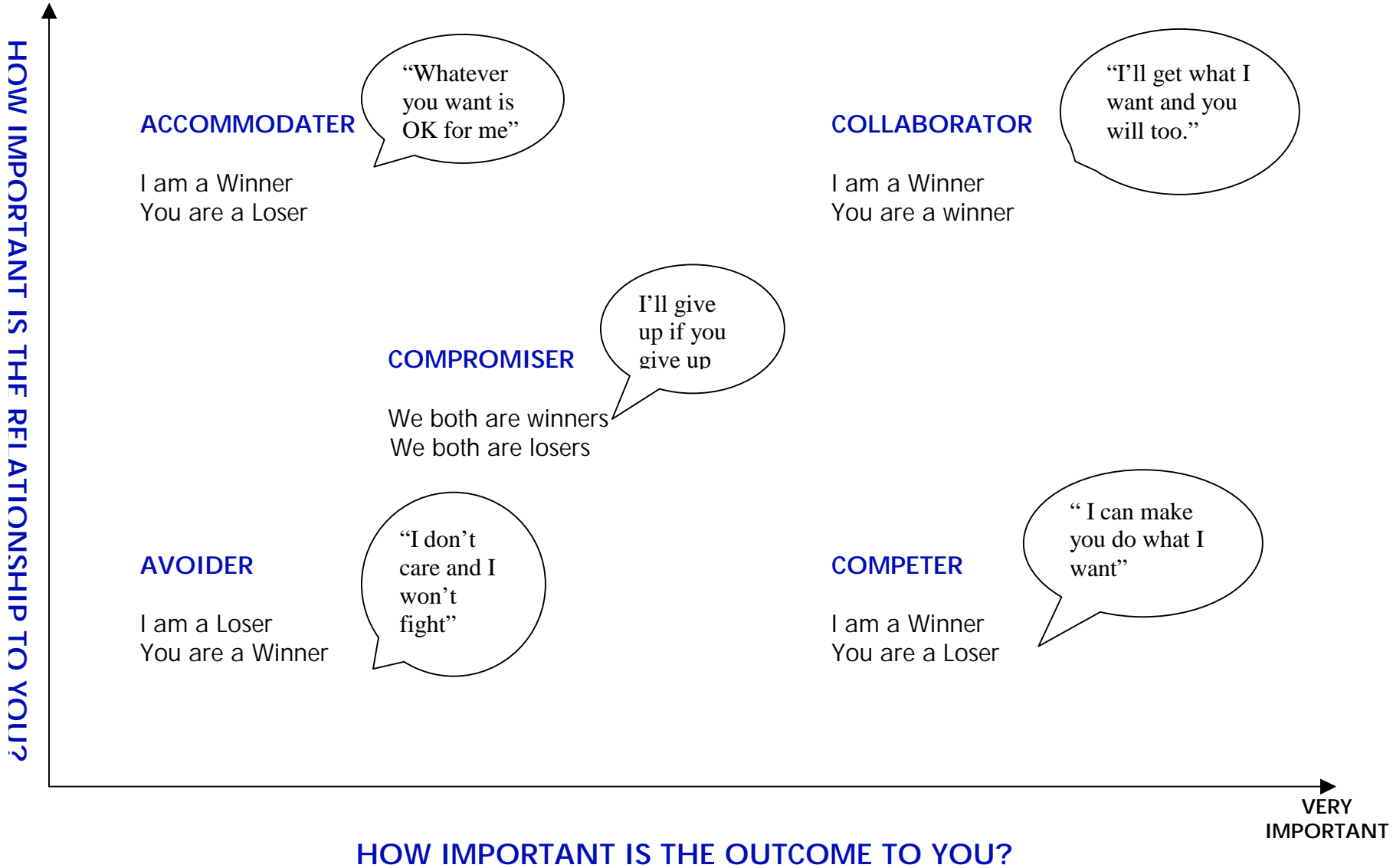


Preferred Solutions Looks at Your CONFLICT HANDLING STYLE



ANSWER THE FOLLOWING TRUE OR FALSE QUIZ TO DETERMINE YOUR CONFLICT STYLE

Answer **TRUE** if the statement describes you

Answer **FALSE** if the statement does not describe you and your behaviour

#	QUESTION	SCORING CODE
1	I will give in, rather than fight a friend or a loved one.	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> A
2	I try my best to win every time, even if it hurts someone's feelings.	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> B
3	I try to avoid people who are upset or angry.	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> C
4	I don't mind giving up something if the other person meets me half way	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> D
5	I like to work things out so that everyone gets what they wanted.	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> E
6	When I have a fight with someone, I quickly forgive and forget	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> D
7	If I lose in an argument, I look for ways to get even	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> A
8	I would rather not get into arguments if I can avoid them.	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> C
9	I don't mind taking the time to work out an agreement.	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> E
10	I stick up for myself if my interests are at stake	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> B
11	I don't like to hurt other peoples' feelings	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> A
12	I like to listen to other peoples solutions, then suggest my own	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> E
13	I love a good argument	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> B
14	I feel like I can never win, so I just stay out of a fight	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> C
15	I don't have to always win. I can choose my battles	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> D
16	Some people say I am a tough competitor	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> B
17	I am a great negotiator, who knows how to win without compromising.	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> E
18	I want people to still like me, even if we fight	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> A
19	I am often accused of walking away when the going gets tough.	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> C
20	We all have to give and take to get along in this world	TRUE <input type="checkbox"/> FALSE <input type="checkbox"/> D

ADD UP YOUR SCORE.

Go down the questions, looking only at the ones you answered **TRUE** to, and put the corresponding letter beside your answer. Then total up the number of A's, B's, C's etc. to find out which letter has the highest score.

___ A's
___ B's
___ C's
___ D's
___ E's

If you have a total in one letter, either A, B, C, D or E, that is bigger than any other, look below to find the style that corresponds to the letter.

If you have a tie in the score, look at all the corresponding styles.

INTERPRETING YOUR SCORE

If your highest score was in the A's, you are an

ACCOMMODATOR

An accommodator is the kind of person who gives in to others in a dispute in an effort to keep the other party happy. Accommodating the wishes of others may be a good strategy if you don't care about the outcome too much, (" Would you rather have pizza or Chinese food? " "I don't care either way, why don't you choose".) Or, if the relationship is very important to you, ("I'd rather you pick the restaurant, because I want you to enjoy your birthday dinner.")

Accommodating can be a valuable strategy because it makes the other party feel important and powerful. You can choose to accommodate if it suits your end goals. But be careful. Accommodators can also harbour grudges. They can feel they are always giving in, and eventually get angry and frustrated. Then watch out!

If your highest score was in the B's, you are a

COMPETER

A competer is someone who considers winning the achievement, regardless of the feelings of others. Competers have clear ideas of what their goal is, and will not be satisfied with anything less than success. They are more likely to compete for something they don't even want, if they feel they are at risk of losing. They are risk takers in negotiation, and can wind up paying too dearly for something because they are so reluctant to walk away from the fight or give in on any part of the discussion. They can be bullies and use power to their advantage, especially when they are nervous about possibly losing. Competing is a good strategy only if you don't plan any future relationship with the people you are in dispute with.

If your highest score was in the C's, you are an

AVOIDER

Avoiders are people who just stay away or avoid conflict. Some avoiders are afraid of conflict. Some just don't care enough to become involved, and some don't want to be forced by others. They would rather pick their own times to fight. While avoiders have historically been considered "wimps" when it comes to conflict, avoiding conflict is an excellent strategy to use if the other side has an unfair advantage in power or information, or if you want time to consider your response. Don't be afraid to avoid conflict if the other side is violent or dangerous. It may save your life. But don't always walk away from conflicts. You can be selective and succeed when it is important to you.

If your highest score was in the D's, you are a

COMPROMISER

Compromisers are people who handle give and take easily. They are usually not rigid in their negotiating and are willing to look at both sides, But compromisers expect the other side to be just as flexible and can be unpleasantly surprised to find out the other side has no intention of meeting you half way. Compromising is an excellent strategy if you can give up some thing that you did not value too highly but can still be perceived as cooperative and caring. It is an excellent strategy in a dispute that has a number of issues, where you can pick and choose those items to compromise on.

If your highest score was in the E's, you are a

COLLABORATOR

Collaborating is often thought of as the most successful and satisfying style of managing conflict, because both sides get what they are interested in getting. Collaboration often takes more time because you have to find the interests of both parties and the means to get both those interests satisfied. Collaboration works like two people sharing the last remaining orange, when one person wants the juice to drink and the other wants the zest to bake in a cake. Both sides only need a part of the item they are in dispute over, and by exploring their plans, they find a way where both can be satisfied without having to give up anything.

If you are a collaborator, it may take you longer to settle a dispute, but your solutions are probably more long lasting and satisfying for everyone involved.

If you had a tie for the highest score, then you have access to using more than one style, and may choose the style you use to suit the situation.

If you had a tie in more than two, then you are truly flexible dispute resolver and capable of using the style needed to meet the conflict at hand.

We should all look at style as a means to an end, and develop our conflict management skill repertoire.

**Need to know more?
Do you have a conflict that is hard to solve?**

**Send us an email:
info@preferredsolutionsinc.com
and we will
answer your questions**