

MCH Leadership Development Series  
**Managing Conflict Effectively Self-Assessment Tool**

*Portions of this self-assessment tool are adapted from the Turning Point Collaborative Leadership assessment exercises ([www.collaborativeleadership.org](http://www.collaborativeleadership.org)) and the MCH Leadership Competencies assessment tool.*

	Seldom		Sometimes		Often		Almost Always
I generally approach conflicts/disagreements with ease and directness.	1	2	3	4	5	6	7
I generally resolve the conflicts or disagreements I am faced with.	1	2	3	4	5	6	7
I work to understand others' perspectives and am open to being influenced.	1	2	3	4	5	6	7
I clarify the problem and assess it from different angles before planning solutions.	1	2	3	4	5	6	7
I listen attentively and actively, and I check to ensure that I understand what I'm being told.	1	2	3	4	5	6	7
I observe and understand nonverbal cues in others.	1	2	3	4	5	6	7
I am aware of my own nonverbal cues.	1	2	3	4	5	6	7
I recognize the effect of my emotions in resolving conflict.	1	2	3	4	5	6	7
I encourage people to act on information rather than assumptions.	1	2	3	4	5	6	7
I offer people an active role in decision making about matters that affect them.	1	2	3	4	5	6	7

1) When I am confronted with a conflict or disagreement, I tend to

Compete

Accommodate

Avoid

Collaborate

Compromise

2) When a conflict or disagreement arises and I am at a meeting, speaking with a colleague or involved in a project with others, I generally: *[complete this sentence in the space below]*

3) When I am engaged in a conflict or disagreement, the other party or parties generally view my behavior as: *[check as many as apply]*

Competitive

Accommodating

Avoiding

Collaborative/Problem-Solving

Compromising