

Managing Conflict Effectively Self-Assessment Tool

February 21, 2009 Skills Building Session

	1	2	3	4	5	6	7
	Seidom		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

What are some common situations in which you experience conflict at work? Please list one to three conflicts or disagreements that have or had a significant effect on your job performance or satisfaction.

1)

2)

3)