

Managing Conflict Effectively: Self Reflection Questions

- 1) What are some common situations in which you experience conflict at work?

Please list up to three conflicts that have had a significant effect on your job satisfaction or performance.

- 2) After watching the “Perspectives on Conflict” video, do you have any new insights into your response to these conflicts? How about the response of the other party(ies)?

For each of the conflicts you identified above, make some observations about responses (yours and others’) that affect your ability to resolve the conflict satisfactorily.

My Response

Other’s Response

- 3) Complete the Managing Conflict Effectively Self-Assessment Tool on the opposite page.

- 4) How would you like to change your response to conflict?

List three aspects of your own conflict management behavior that you would like to change, eliminate, or improve.

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) and the MCH Leadership Competencies assessment tool (leadership.mchtraining.net).

	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