**UBI- Cross-Cultural Conflict Resolution**

**Know Thyself 10.3 Assessing Your Specific Five Conflict Styles**

Instructions: Recall how you generally communicate in various conflict situations with acquaintances. Let your first inclination be your guide and circle the number in the scale that best reflects your conflict style tendency. The following scale is used for each item:

<table>
<thead>
<tr>
<th>4</th>
<th>=</th>
<th>YES!</th>
<th>=</th>
<th>Strongly agree- IT'S ME!</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>=</td>
<td>yes</td>
<td>=</td>
<td>Moderately agree- it's kind of like me</td>
</tr>
<tr>
<td>2</td>
<td>=</td>
<td>no</td>
<td>=</td>
<td>moderately disagree-it's kind of not me</td>
</tr>
<tr>
<td>1</td>
<td>=</td>
<td>NO!</td>
<td>=</td>
<td>Strongly disagree- IT'S NOT ME!</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>YES!</th>
<th>yes</th>
<th>no</th>
<th>NO!</th>
</tr>
</thead>
</table>

1. I often "grin and bear it" when the other person does something I don't like.  
   - 4
   - 3
   - 2
   - 1

2. I "give and take" so that a compromise can be reached.  
   - 4
   - 3
   - 2
   - 1

3. I use my influence to get my ideas accepted in resolving the problem.  
   - 4
   - 3
   - 2
   - 1

4. I am open to the other person's suggestions in resolving the problem.  
   - 4
   - 3
   - 2
   - 1

5. I generally give in to the wishes of the other person in a conflict.  
   - 4
   - 3
   - 2
   - 1

6. I usually avoid open discussion of the conflict with the person.  
   - 4
   - 3
   - 2
   - 1

7. I try to find a middle course to break an impasse.  
   - 4
   - 3
   - 2
   - 1

8. I argue the case with the other person to show the merits of my position.  
   - 4
   - 3
   - 2
   - 1

9. I integrate my viewpoints with the other person to achieve a joint resolution.  
   - 4
   - 3
   - 2
   - 1

10. I generally try to satisfy the expectations of the other person.  
    - 4
    - 3
    - 2
    - 1

11. I try not to bump into the other person whenever possible.  
    - 4
    - 3
    - 2
    - 1
I try to play down our differences to reach a compromise.

I'm generally firm in pursuing my side of the issue.

I encourage the other person to try to see things from a creative angle.

I often go along with the suggestions of the other person.

I usually bear my resentment in silence.

I usually propose a middle ground for breaking deadlocks.

I am emotionally expressive in the conflict situation.

I dialogue with the other person with close attention to her or his needs.

I do my best to accommodate the wishes of the other person in a conflict.

Scoring: Add up the scores on item 1, 6, 11, 16 and you will find your avoidance conflict style score. Avoidance Style Score: _________________. Add up the scores on item 2, 7, 12, 17 and you will find your compromising conflict style score. Compromising Style Score: _________________. Add up the score on item 3, 8, 13, 18 and you will find your dominating/competing conflict style score. Dominating Style Score: _________________. Add up the score on item 4, 9, 14, 19 and you will find your integrating/collaborating conflict style score: _________________. Add up the score on item 5, 10, 15, 20 and you will find your obliging conflict style score. Obliging Style Score: _________________.

Interpretation: Score on each conflict style dimension can range from 4 to 16; the higher the score, the more you engage in that particular conflict style. If some of the score are similar on some of the conflict style dimension, you tend to use a mixed pattern of different conflict style.

Reflection Probes: Compare your conflict style score with a classmate’s. Take a moment to think of the following questions: Where did you learn your conflict style tendencies? What do you think are the pros and cons of each specific conflict style? When you are having a conflict with someone from a different culture, how would you address the different conflict style issues? What skills do you need to practice more to be culturally conflict negotiator?

Source: Scale adapted from Ting-Toomey et al. (2000)