

# How I Act in Conflicts: A Conflict Styles Inventory

Based on Thomas-Kilmann Conflict Mode Instrument (TKI)

Think about the times you find yourself in conflict with another person at work. How do you respond? Listed below, you will find 15 proverbs that provide some traditional wisdom about how to respond in conflict situations, and 20 descriptions of how people sometimes respond in a conflict situation. Using the 0-to-4 scale given below, indicate the extent to which each one applies to the way you typically act in a conflict.

4 = very typical of the way I act in a conflict

3 = frequently typical of the way I act

in a conflict 2 = sometimes typical of

the way I act in a conflict 1 = seldom

typical of the way I act in a conflict

0 = never typical of the way I act in a conflict

- \_\_\_\_\_ 1. If you can't say something nice, don't say anything at all.
- \_\_\_\_\_ 2. Might makes right.
- \_\_\_\_\_ 3. Soft words ensure harmony.
- \_\_\_\_\_ 4. You scratch my back, I'll scratch yours.
- \_\_\_\_\_ 5. Two heads are better than one.
- \_\_\_\_\_ 6. When two quarrel, the person who keeps silent first is the more praiseworthy.
- \_\_\_\_\_ 7. An eye for an eye and a tooth for a tooth.
- \_\_\_\_\_ 8. Smooth words make smooth ways.
- \_\_\_\_\_ 9. Better half a loaf than no bread at all.
- \_\_\_\_\_ 10. No person has the final answer but every person has a piece of the truth.
- \_\_\_\_\_ 11. Leave well enough alone.
- \_\_\_\_\_ 12. There are two kinds of people in the world, the winners and the losers.
- \_\_\_\_\_ 13. Turn the other cheek.
- \_\_\_\_\_ 14. When both people give in halfway, a fair settlement is achieved.
- \_\_\_\_\_ 15. Frankness, honesty, and trust will move mountains.
- \_\_\_\_\_ 16. I do what I can to avoid tensions.
- \_\_\_\_\_ 17. I am firm at pursuing my goals.
- \_\_\_\_\_ 18. I sacrifice my own wishes for the wishes of the other person.
- \_\_\_\_\_ 19. I try to find a quick compromise to the problem.

- \_\_\_\_\_20. I attempt to get everyone's concerns out in the open through direct discussion.
- \_\_\_\_\_21. I try to make a joke.
- \_\_\_\_\_22. I try to win.
- \_\_\_\_\_23. I try to soothe the other person's feelings.
- \_\_\_\_\_24. I give up points in exchange for others.
- \_\_\_\_\_25. I try to come up with new solutions that everyone might like.
- \_\_\_\_\_26. I walk away.
- \_\_\_\_\_27. I am very assertive in order to convince the other person that I am right.
- \_\_\_\_\_28. I try not to hurt the other person's feelings.
- \_\_\_\_\_29. I try to get the other person to settle for a compromise.
- \_\_\_\_\_30. I am concerned about satisfying everyone's needs, including my own.
- \_\_\_\_\_31. I change the subject.
- \_\_\_\_\_32. I demand that the other party does what I say.
- \_\_\_\_\_33. I let the other person have his or her way.
- \_\_\_\_\_34. I try to bargain a temporary solution.
- \_\_\_\_\_35. I try to talk it out until everybody is satisfied.

### Scoring Sheet

Directions:

Transfer the numbers from the first page and add each column.

Avoiding	Competing	Accommodating	Compromising	Collaborating
1.____	2.____	3.____	4.____	5.____
6.____	7.____	8.____	9.____	10.____
11.____	12.____	13.____	14.____	15.____
16.____	17.____	18.____	19.____	20.____
21.____	22.____	23.____	24.____	25.____
26.____	27.____	28.____	29.____	30.____
31.____	32.____	33.____	34.____	35.____

Totals: \_\_\_\_\_

The higher your score for each style, the more often you may use that style when you are in the midst of conflict. Does your score fit your perception of yourself?