

Conflict Reaction Profile

Record your reaction to the following statements. Read each item carefully and place a number from the answer scale next to each statement.

Numbering Scale

- 1 – Seldom**
- 2 – Sometimes**
- 3 – Most of the**

1. ____ I can be swayed to someone else's point of view.
2. ____ I shut down people who I disagree with.
3. ____ I address the issue at hand diplomatically and do not attack the individual.
4. ____ I think that others try to "bully" their way with me.
5. ____ I express my thoughts and beliefs tactfully when they differ from those just expressed.
6. ____ Rather than offer my opinion when I disagree with someone, I keep it to myself.
7. ____ I listen to other people's point of view with an open mind.
8. ____ I let my emotions get the best of me.
9. ____ I raise my voice to make my point.
10. ____ I tend to belittle other people when making my point.
11. ____ I look for ways to negotiate and compromise with others.
12. ____ I have been told I am too pushy.
13. ____ I make sure I have my opinion heard in any controversy.
14. ____ I think conflict in meetings is necessary.
15. ____ I am the most vocal in meetings when trying to get my point across.



Conflict Reaction Profile Score

Scoring:

Add the total score from questions 1, 2, 4, 6, 8, 9, 10, 12, 13, 14, 15

Subtract the sum of the score from questions 3, 5, 7, 11

Total:

What does your score mean?:

1—4:

"Passive"

You may be such a pushover that you allow difficult people to walk all over you. You will benefit from learning to stand up for your ideas and opinions in a diplomatic and tactful way.

5—10:

"Assertive"

You are professionally assertive when dealing with people, particularly difficult people. Continue to be open to listening to different points of view, and express your ideas and opinions appropriately.

11+

"Aggressive"

You may be so combative that people might avoid interacting with you. You will benefit from learning to listen and express your opinions more effectively.