

# Conflict style management assignment

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Review of Personal Conflict Management What is CONFLICT? : Conflict, according to Organizational Behaviour: Concepts, Controversies, Applications, Fifth Canadian Edition text by Nancy Langton, Stephen P. Robbins, Timothy A. Judge, the definition is “ a process that begins when one party perceives that another party has negatively affected, or is about to negatively affect something that the first party cares about. Conflict Management Style Questionnaire:

This is questionnaire deals with how a person deals with conflict and the style and techniques they use in order to handle disputes and differences. According to this 12 question questionnaire, I am a collaborator. This means, according to the results definition within the questionnaire, I am both assertive and cooperative, which is the opposite of avoiding. Collaborating involves an attempt to work with the other person to find some solution which fully satisfies the concerns of both persons. It means digging into an issue to identify the underlying concerns.

Collaborating between two persons might take the form of exploring a disagreement to learn from one another’s insights, concluding to resolve some condition which would otherwise have them competing for resources, or confronting and trying to find a creative solution to an interpersonal problem. Conflict Style Questionnaire – A: This questionnaire has 30 questions and you are to select the statement that best represents your most likely response. The end result is to see what your conflict style is.

Is it competing, collaborating, compromising, avoiding or accommodating. According to this test I am tied between Compromising and avoiding. This is

a different outcome than the Conflict Management Style questionnaire above. Assessing My Preferred Style of Conflict Resolution Questionnaire: This questionnaire has 30 questions and assesses your current style of conflict resolution. According to this scoring key, I am tied with confronting and compromising. This has some of the same results as above. I actually enjoyed the third questionnaire the most.

I believe that this is more of the kind of person I am in regards to dealing with conflict. I like to confront it and deal with it and resolve it with a compromise. I do not believe that I avoid conflicts. To avoid a conflict in my opinion only leads to harsh feelings and a possible increase of frustration later on which can lead to a large heated argument and possibly become violent. This is not something that I would do nor would I leave a situation that could come to this. Should I feel a conflict become violent, I will avoid it, this is the ONLY time I would ever do so.

In conclusion, they are all similar “tests” but I feel that the third questionnaire (test) was the best one that defines me and how I deal with conflict, within the professional working environment. CITED REFERENCES: Organizational Behaviour: Concepts, Controversies, Applications, Fifth Canadian Edition text by Nancy Langton, Stephen P. Robbins, Timothy A. Judge Three questionnaires provided by instructor for Conflict Management Style questionnaire, Conflict Style Questionnaire A and Assessing My Preferred Style of Conflict Resolution Questionnaire.