

Self-Assessment

You're about to learn the valuable career skills of how to manage conflict productively. Take the self-assessment below to determine how well you presently handle conflict.

- I see conflict as an opportunity.
 Never Sometimes Always
- I address conflict openly, without avoiding or ignoring it.
 Never Sometimes Always
- I speak directly to the key person in a conflict rather than complaining to a third party.
 Never Sometimes Always
- I listen patiently to the other side in a conflict (I don't interrupt).
 Never Sometimes Always
- I separate the issue of the conflict from the feelings.
 Never Sometimes Always
- I express my views without making personal attacks on the other person.
 Never Sometimes Always
- I use emotional self-control during a conflict.
 Never Sometimes Always
- I remain non-defensive even when someone attacks me.
 Never Sometimes Always
- I am flexible in negotiating, when it's appropriate.
 Never Sometimes Always
- I hold firmly to my position, when that's appropriate.
 Never Sometimes Always

NOW SCORE YOUR RESPONSES:

Never = 1 point each Sometimes = 2 points each
Always = 3 points each

27-30 points: Congratulations! You manage conflict effectively.

18-26 points: You have room for improvement.

17 points or less: You have major challenges in learning to manage and benefit from conflict

HelpPeopleSM
Employee Assistance Program

315-470-7447 or 800-777-6110

E-mail: HelpPeople@healthalliancecny.org

Ten Tips for Dealing with Interpersonal Conflicts

Deal with the person directly – Try to work out differences with the person you are in conflict with.



Arrange a meeting –

Request some time for an informal, private meeting with the person.

Sort out feelings ahead of time –

Before the meeting, defuse your emotions by talking it over with a friend, family member or EAP counselor.

Use "I" statements – During the discussion, begin statements with "I" instead of "you." This makes it easier for the listener to hear you and not get defensive. If the person grows defensive, he or she will not be free to problem solve.

Ask for input – Give the person a chance to talk, and be sure to listen. Ask the person for ideas to resolve the conflict.

Clarify and rephrase – To prevent misunderstandings, ask the person to clarify what was said and agreed upon.

Show appreciation – Thank the person for his/her willingness to discuss and work on the issues.

Check back – Let some time go by and if there has been no progress with resolving the conflict, agree to give it one more try.

Get a life! – Be sure that your work/life balance is just that – balanced. Try to leave work issues at work and personal issues at home.

Take care of yourself – Focus on simple ways to take care of yourself such as eating healthy and getting enough sleep. Exercise your sense of humor every day!



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- A free, confidential service offered by your employer
- For employees and immediate family members
- Services throughout the country

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