

Test Your Conflict Strategies

from "Joining Together" by David and Frank Johnson

People develop different ways of managing conflicts. The strategies you use may be quite different from your friends and acquaintances. To discover your personal approach, just take the following quiz.

The proverbs listed below describe various strategies for dealing with conflicts. Read each of the proverbs carefully and using the following scale, indicate how typical each proverb is of your behavior in conflict.

- | | |
|------------------------|--------------------|
| 5 = Very Typical | 2 = Seldom Typical |
| 4 = Frequently Typical | 1 = Never Typical |
| 3 = Sometimes Typical | |

- ___ 1. It is easier to refrain than to retreat from a quarrel.
- ___ 2. If you cannot make a person think as you do, make him or her do as you think.
- ___ 3. Soft words win hard hearts.
- ___ 4. You scratch my back, I'll scratch yours.
- ___ 5. Come now and let us reason together.
- ___ 6. When two quarrel, the person who keeps silent first is most praise worthy.
- ___ 7. Might over comes right.
- ___ 8. Smooth words make smooth ways.
- ___ 9. Better half a loaf than no bread at all.
- ___ 10. Truth lies in knowledge, not in majority opinion.
- ___ 11. He who fights and runs away lives to fight another day.
- ___ 12. He hath conquered well that hath made his enemies flee.
- ___ 13. Kill your enemies with kindness.
- ___ 14. A fair exchange brings no quarrel.
- ___ 15. No person has the final answer but every person has a piece to contribute.
- ___ 16. Stay away from people who disagree with you.
- ___ 17. Fields are won by those who believe in winning.
- ___ 18. Kind words are worth much and cost little.
- ___ 19. Tit for tat is fair play.
- ___ 20. Only the person who is willing to give up his or her monopoly on truth can ever profit from the truths that others hold.
- ___ 21. Avoid quarrelsome people as they will only make your life miserable.
- ___ 22. A person who will not flee will make others flee.
- ___ 23. Soft words ensure harmony.
- ___ 24. One gift for another makes good friends.
- ___ 25. Bring your conflicts into the open and face them directly, only then will the best solution be discovered.
- ___ 26. The best way of handling conflicts is to avoid them.
- ___ 27. Put your foot down where you mean to stand.
- ___ 28. Gentleness will triumph over anger.
- ___ 29. Getting part of what you want is better than not getting anything at all.
- ___ 30. Frankness, honesty and trust will move mountains.
- ___ 31. There is nothing so important you have to fight for it.
- ___ 32. There are two kinds of people in the world, the winners and losers.
- ___ 33. When one hits you with a stone, hit him or her with a piece of cotton.
- ___ 34. When both give in halfway, a fair settlement is achieved.
- ___ 35. By digging and digging, the truth is discovered.

Examínese su estrategia de conflicto

de "Abrazándose Junto" o "Joining Together," por David y Frank Johnson.

A todo el mundo se desarrollan diferentes estilos, de manejar conflicto. La estrategia usada por usted, puede ser muy diferente de las que usa sus amistades y conocidos. Para descubrir su enfoque personal, tome este examen.

Los siguientes Proverbios describen diferentes estrategias, para usar, cuando está confrontando conflictos. Lea cuidadosamente cada Proverbio y usa el siguiente balance para indicar si es típico cada Proverbio a su comportamiento, cuando se encuentra en conflicto.

5 = típico 2 = casi nunca típico
4 = típico frecuentemente 1 = nunca típico
3 = a veces típico

1. Es más fácil evitar, que dejar retirarse de una discusión.
2. Si no puedes convencer a una persona pensar como usted, hazlo pensar como tu piensas.
3. Palabras suaves ganarán corazones endurecidos
4. Ayúdame y yo te ayudaré.
5. Vamos a llegar a un acuerdo juntos.
6. Es más sabio, el que se mantiene en silencio primero, cuando dos personas discuten
7. Fuerza sobre domina sabiduría
8. Palabras finas hacen maneras finas
9. Es mejor tener un poco de pan, que tener ninguno
10. La verdad está escondida en entendimiento, y no en la opinión mayor
11. El que pelea y se retira, vivas para pelear otro día más
12. Has conquistado a tus enemigos retirándose
13. Has vencido a tus enemigos con bondad
14. No hay discusiones en igualdad
15. Todos tenemos algo para contribuir, nadie tiene la solución final
16. Alejarse de cualquiera que está en desacuerdo
17. Ganarás el mundo el que creas en victoria
18. Tienes más valor palabras finas y cuesta casi nada. (ojo)
19. Ojo por ojo es aceptable
20. Solamente podemos discernir la verdad de otros, cuando podemos rendir nuestra monopolio de la verdad
21. Evítase aquello problemático, que te puedes hacer su vida miserable
22. La persona que no se escapa, hace otros escaparse
23. Armonía resulta de palabras dichosas
24. Entre cambiando un regalo por otro, haces buenas amistades
25. Solamente se descubre la mejor solución, siempre cuando confrontamos nuestros conflictos abiertamente
26. El mejor manera de resolver conflictos es evitándolo
27. Quedate firme en su punto de vista
28. Triunfará en humillarse y no enojarse
29. Es mejor ganar un poco que ganar nada
30. Moverás montañas con franquesa, honestidad y confianza
31. No hay nada tan importante, que tienes que pelear por ella
32. En el mundo hay dos clases de personas, los que ganan y los que pierden
33. Si te asaltan con una piedra, asáltalo con una pieza de algodón
34. Lograrás un buen acuerdo, cuando ambos se rinden de su parte
35. Por medio de buscar y buscar, se descubre la verdad

Scoring

To score the test, transcribe your answers horizontally and then add the columns vertically.

Withdrawing The Turtle	Forcing The Shark	Smoothing The Teddy Bear	Compromising The Fox	Win-Win The Owl
___ 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.
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Most people use more than one conflict strategy although one often predominates. The higher the score for that conflict strategy, the more frequently you tend to use that strategy. The lower the score, the less frequently you tend to use that strategy.

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Types of Conflict Strategies

When you become engaged in a conflict, there are two major concerns you have to take into account:

1. Achieving your personal goals--you are in conflict because you have a goal that conflicts with another person's goal. Your goal may be highly important to you, or it may be of little importance.
2. Keeping a good relationship with the other person--you may need to be able to interact effectively with the other person in the future. The relationship may be important to you or it may be of little importance.

How important your personal goals are to you and how important the relationship is to you affect how you act in conflict. Based on these two concerns, it is possible to identify five styles of managing conflicts.

Withdrawing - The Turtle Turtles withdraw into their shells to avoid conflicts. They give up their personal goals and relationships. They stay away from the issues over which there is conflict and from persons they are in conflict with. Turtles believe it is hopeless to try to resolve conflicts. They feel powerless and also helpless. They believe it is easier to withdraw (physically and psychologically) from a conflict rather than face it.

Forcing - The Shark Sharks try to overpower opponents by forcing them to accept their solution in conflict. Their goals are highly important to them and relationships are of minor importance. They seek to achieve their goals at all costs. They are not concerned about the needs of others. They do not care if others like and accept them. Sharks assume that conflicts are settled by one person winning and the other person losing. They want to be the winner and winning gives them a sense of pride and achievement. Losing gives them a sense of weakness and failure. They try to win by attacking, overpowering and intimidating others.

Smoothing – The Teddy Bear To teddy bears the relationship is of great importance while their own goals are of little importance. Teddy bears want to be liked and accepted by others. They think that conflict should be avoided in favor of harmony and that people cannot discuss conflicts without damaging relationships. They are afraid that if the conflict continues, someone will get hurt, and that would ruin the relationship. They give up their goals to preserve the relationship. Teddy bears say, "I'll give up my goals and let you have what you want, in order for you to like me." Teddy bears try to smooth over the conflict out of fear of harming the relationship.

Compromising - The Fox Foxes are moderately concerned with their own goals and their relationships with others. Foxes seek a compromise they give part of their goals and persuade the other person in the conflict to give up part of his or her goals. They seek a solution in which both sides gain something - the middle ground between the two extremes. They are willing to sacrifice part of their goals and relationships in order to find agreement for the common good.

Win-Win - The Owl Owls highly value their own goals and relationships. They view conflicts as problems to be solved and seek a solution that achieves both their goals and the goals of the other person. Owls see conflicts as a means of improving relationships by reducing tension between two persons. They try to begin a discussion that identifies the conflict as a problem. By seeking solutions that satisfy both themselves and the other person, owls maintain the relationship. Owls are not satisfied until a solution is found that achieves their goals and the other person's goals. They are not satisfied until the tension and negative feelings have been fully resolved.

"Joining Together" is an excellent textbook on group theory and group skills. "Joining Together" was written by David W. and Frank P. Johnson who have been leaders in the humanistic psychology field. The book is published by Prentice-Hall, Inc Englewood Cliffs, NJ 07632.

Conflict Styles Chart



