



## Best Practices Coach

Proven Coaching Results Based on Best Practices

### **Conflict Resolution Skills Self-Assessment**

Conflict resolution skills are essential for creating a harmonious and productive work environment. This self-assessment is designed to help you evaluate your ability to handle conflicts effectively and identify areas where you can improve.

To get the most accurate and valuable results, it is important to be as honest and truthful as possible when answering each question. There are no right or wrong answers—only your personal experiences and typical behaviors matter. Take your time to reflect on how you usually handle conflicts and respond candidly.

Thank you for taking this important step towards enhancing your conflict resolution skills. Let's begin

This self-assessment is designed to help you gauge your conflict resolution skills in a work environment. Respond to each statement by selecting the answer that best describes your typical behavior.

For each statement, select the response that best describes how you feel. On a separate piece of paper or in your device, list numbers 1-10 and write in your letter response to the corresponding numbered question. You will need these results to calculate your score.

#### **Scoring Key:**

- **A (1 point):** Rarely or never true
- **B (2 points):** Sometimes true
- **C (3 points):** Often true
- **D (4 points):** Usually true
- **E (5 points):** Always true

#### **Conflict Resolution Skills**

1. I listen actively to all parties involved in a conflict.
  - A: I rarely pay attention to others' viewpoints.
  - B: I sometimes listen to others' perspectives.
  - C: I often listen actively to understand others.
  - D: I usually pay close attention to everyone's input.
  - E: I always listen carefully to all involved parties.
2. I remain calm and composed during conflicts.
  - A: I rarely stay calm when conflicts arise.
  - B: I sometimes manage to stay composed.
  - C: I often remain calm and collected.
  - D: I usually keep my cool during conflicts.
  - E: I always stay calm and composed.

3. I approach conflicts with an open mind.
  - A: I rarely consider others' viewpoints.
  - B: I sometimes keep an open mind.
  - C: I often approach conflicts open-mindedly.
  - D: I usually consider various perspectives.
  - E: I always maintain an open mind.
4. I focus on the issue at hand rather than on personal attacks.
  - A: I rarely separate the issue from the person.
  - B: I sometimes avoid personal attacks.
  - C: I often stay focused on the issue.
  - D: I usually separate the person from the problem.
  - E: I always focus solely on the issue.
5. I seek to understand the root cause of conflicts.
  - A: I rarely look for underlying issues.
  - B: I sometimes try to understand the root cause.
  - C: I often explore underlying issues.
  - D: I usually identify the root cause.
  - E: I always seek to understand the root cause.
6. I work towards finding a mutually acceptable solution.
  - A: I rarely seek mutually beneficial solutions.
  - B: I sometimes try to find a common ground.
  - C: I often look for win-win solutions.
  - D: I usually aim for mutually acceptable outcomes.
  - E: I always strive for solutions that satisfy all parties.
7. I communicate my thoughts and feelings clearly and respectfully.
  - A: I rarely express myself clearly and respectfully.
  - B: I sometimes communicate effectively.
  - C: I often convey my thoughts and feelings well.
  - D: I usually communicate clearly and respectfully.
  - E: I always express myself clearly and respectfully.
8. I am willing to compromise when necessary.
  - A: I rarely compromise.
  - B: I sometimes am willing to compromise.
  - C: I often find middle ground.
  - D: I usually am open to compromise.
  - E: I always am willing to compromise.
9. I follow up to ensure the conflict is resolved.
  - A: I rarely check back on resolved conflicts.
  - B: I sometimes follow up on conflicts.
  - C: I often ensure the conflict is fully resolved.
  - D: I usually check back to confirm resolution.
  - E: I always follow up to ensure conflicts are resolved.
10. I learn from past conflicts to improve future conflict resolution.
  - A: I rarely reflect on past conflicts.
  - B: I sometimes learn from past experiences.
  - C: I often reflect and learn from conflicts.
  - D: I usually use past experiences to improve.
  - E: I always learn from past conflicts to handle future ones better.

## Scoring

- **Total Score:** Sum the points from all 10 questions.
  - **Conflict Resolution Skills:** /50

### Interpretation:

- **Overall Score:**
  - **41-50:** Excellent conflict resolution skills
  - **31-40:** Good conflict resolution skills
  - **21-30:** Average conflict resolution skills
  - **11-20:** Below average conflict resolution skills
  - **10-0:** Poor conflict resolution skills

## Characteristics and Tips for Improvement

1. **Active Listening:**
  - **Characteristics:** Paying attention, not interrupting, and understanding all perspectives.
  - **Tips:** Practice active listening techniques, repeat back what you've heard, and show empathy.
2. **Staying Calm and Composed:**
  - **Characteristics:** Keeping emotions in check and maintaining professionalism.
  - **Tips:** Develop stress management techniques, practice deep breathing, and take breaks if needed.
3. **Open-Mindedness:**
  - **Characteristics:** Considering various viewpoints and being willing to change your mind.
  - **Tips:** Cultivate curiosity, challenge your own assumptions, and seek to understand before being understood.
4. **Focus on Issues, Not Personalities:**
  - **Characteristics:** Addressing the problem without attacking the person involved.
  - **Tips:** Use "I" statements, separate the person from the issue, and avoid blame and judgment.
5. **Seeking Root Causes:**
  - **Characteristics:** Understanding the underlying issues that lead to conflict.
  - **Tips:** Ask probing questions, look beyond the surface, and consider systemic factors.
6. **Finding Mutually Acceptable Solutions:**
  - **Characteristics:** Striving for win-win outcomes that satisfy all parties.
  - **Tips:** Brainstorm collaboratively, identify shared interests, and explore multiple options.
7. **Clear and Respectful Communication:**
  - **Characteristics:** Expressing thoughts and feelings without offending others.
  - **Tips:** Practice assertive communication, avoid accusatory language, and be mindful of your tone and body language.

**8. Willingness to Compromise:**

- **Characteristics:** Finding middle ground and being flexible.
- **Tips:** Prioritize your core needs, be open to alternative solutions, and negotiate in good faith.

**9. Follow-Up:**

- **Characteristics:** Ensuring that resolutions are implemented and conflicts do not reoccur.
- **Tips:** Schedule follow-up meetings, check in with involved parties, and confirm that agreements are upheld.

**10. Learning from Past Conflicts:**

- **Characteristics:** Reflecting on past experiences to improve future conflict resolution.
- **Tips:** Keep a conflict resolution journal, seek feedback from others, and continuously refine your approach.

By assessing your conflict resolution skills and following these tips, you can enhance your ability to handle conflicts effectively in the workplace.

### **Disclaimer**

The content and results provided by this Self-Assessment are intended for informational and educational purposes only. They are designed to offer insights and recommendations to help you understand and improve your emotional intelligence.

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