

EQUINOX with Coach Jaki

The Five Conflict Styles Assessment

Instructions: For each statement below, rate how accurately it describes your typical response to conflict situations. Use the following scale:

1 = Rarely True 2 = Occasionally True 3 = Sometimes True 4 = Often True 5 = Always True

1. Style 1

- ___ I openly express my thoughts and feelings during a conflict.
- ___ I prioritize winning an argument over maintaining harmony.
- ___ I am willing to challenge others if I believe I am right.
- ___ I prefer to resolve conflicts quickly and decisively.
- ___ I stand firm on my opinions even if others disagree.

Total for Style 1: _____

2. Style 2

- ___ I seek solutions that satisfy everyone involved.
- ___ I value open communication and active listening during disagreements.
- ___ I am willing to invest time and effort to resolve conflicts constructively.
- ___ I encourage others to share their viewpoints during a disagreement.
- ___ I believe the best outcomes arise from mutual understanding.

Total for Style 2: _____

3. Style 3

- ___ I am willing to give up some things to reach a fair solution.
- ___ I believe everyone should get part of what they want in a conflict.
- ___ I seek middle ground to resolve disagreements.
- ___ I value fairness over getting exactly what I want.
- ___ I accept partial solutions if it means resolving the conflict quickly.

Total for Style 3: _____

4. Style 4

- ___ I prefer to avoid conflict whenever possible.
- ___ I withdraw from disagreements rather than confront them.
- ___ I delay addressing conflicts until they resolve themselves.
- ___ I feel uncomfortable engaging in open disagreements.
- ___ I change the subject when conflict arises.

Total for Style 4: _____

5. Style 5

- ___ I prioritize others' needs over my own during conflicts.
- ___ I yield to others to maintain peace.
- ___ I avoid expressing my true opinions if they might upset others.
- ___ I go along with decisions to avoid arguments.
- ___ I value relationships more than being right.

Total for style 5: _____

Scoring and Interpretation:

1. Add up your scores for each conflict style.
2. The style with the **highest score** represents your **dominant conflict handling personality**.
3. If two or more scores are close, you may adopt multiple approaches depending on the situation.

Understanding Your Style:

- **Direct/Confrontational:** Assertive, competitive, and focused on winning.
- **Collaborative/Win-Win:** Seeks solutions that benefit everyone and values cooperation.
- **Compromising/Give-and-Take:** Balances assertiveness with cooperation to find middle ground.
- **Avoidant/Conflict-Minimizing:** Prefers to sidestep conflict to maintain peace.
- **Accommodating/People-Pleasing:** Prioritizes others' needs over personal preferences to sustain harmony.

Reflection Questions:

1. Which conflict style do you rely on most often? Is it effective?

2. Are there situations where a different style might be more beneficial?
3. How does your conflict style impact your relationships at work or home?

Use these insights to enhance your self-awareness and adapt your approach to conflict for better outcomes.

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1 = Rarely True 2 = Occasionally True 3 = Sometimes True 4 = Often True 5 = Always True

1. Direct/Confrontational Style

- ___ I openly express my thoughts and feelings during a conflict.
- ___ I prioritize winning an argument over maintaining harmony.
- ___ I am willing to challenge others if I believe I am right.
- ___ I prefer to resolve conflicts quickly and decisively.
- ___ I stand firm on my opinions even if others disagree.

Total for Direct/Confrontational: _____

Advantages:

- Quick resolution of issues.
- Clear communication of opinions.
- Establishes firm boundaries.

Disadvantages:

- Can escalate conflicts.
- May damage relationships.
- Others may feel unheard or undervalued.

2. Collaborative/Win-Win Style

- ___ I seek solutions that satisfy everyone involved.
- ___ I value open communication and active listening during disagreements.
- ___ I am willing to invest time and effort to resolve conflicts constructively.
- ___ I encourage others to share their viewpoints during a disagreement.
- ___ I believe the best outcomes arise from mutual understanding.

Total for Collaborative/Win-Win: _____

Advantages:

- Fosters trust and long-term cooperation.
- Leads to creative, mutually beneficial solutions.
- Encourages open communication.

Disadvantages:

- Time-consuming process.
- May be impractical for urgent decisions.
- Requires high emotional intelligence and cooperation.

3. Compromising/Give-and-Take Style

- ___ I am willing to give up some things to reach a fair solution.
- ___ I believe everyone should get part of what they want in a conflict.
- ___ I seek middle ground to resolve disagreements.
- ___ I value fairness over getting exactly what I want.
- ___ I accept partial solutions if it means resolving the conflict quickly.

Total for Compromising/Give-and-Take: _____

Advantages:

- Quicker resolution than collaboration.
- Balanced outcomes for all parties.
- Reduces tension and maintains relationships.

Disadvantages:

- May lead to suboptimal solutions.
- Both parties may feel partially dissatisfied.
- Can overlook deeper issues.

4. Avoidant/Conflict-Minimizing Style

- ___ I prefer to avoid conflict whenever possible.
- ___ I withdraw from disagreements rather than confront them.
- ___ I delay addressing conflicts until they resolve themselves.
- ___ I feel uncomfortable engaging in open disagreements.

- ___ I change the subject when conflict arises.

Total for Avoidant/Conflict-Minimizing: _____

Advantages:

- Reduces immediate tension.
- Useful when conflict is trivial or unproductive.
- Provides time for reflection.

Disadvantages:

- Issues may remain unresolved.
- Can lead to passive-aggressive behavior.
- Missed opportunities for growth and understanding.

5. Accommodating/People-Pleasing Style

- ___ I prioritize others' needs over my own during conflicts.
- ___ I yield to others to maintain peace.
- ___ I avoid expressing my true opinions if they might upset others.
- ___ I go along with decisions to avoid arguments.
- ___ I value relationships more than being right.

Total for Accommodating/People-Pleasing: _____

Advantages:

- Preserves relationships and harmony.
- Useful when the issue is minor.
- Demonstrates empathy and flexibility.

Disadvantages:

- Can lead to resentment and burnout.
- Personal needs and values may be neglected.
- Others may take advantage of your willingness to yield.

AMAHENJERA

Mama L as we fondly referred to her was extra charming.

But behind the gentle demeanour and great smile was a firm mother who led the way with compassion.

Mama was full of humour; when you asked her; “how are you, Mama?”

She would quickly answer; “the way I am!” and burst into great laughter.

An encyclopaedia of Catholic Catechism, family History, Kenyan history and many other topics.

Good with details: Mama was keen even how you arranged your pair of shoes when you removed them at the door and would always remind you to put in them in order so that

“your life would be orderly too.”

I learned from her that family is blood relationship but “there must be friendship with one another”.

A generous soul who called me only by the nickname she gave me; “Amahenjera”.

When I missed out on F5 selection, Mama talked to me and asked me stay patient till the next year because “a year will fly away before we realize it”. And sure, enough it did, and I resumed school a year after my classmates.

Proud of you Mama.

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COACHING