

How Do You Deal With Conflicts?

This short questionnaire gives clients the opportunity to identify their behaviors and attitudes as assertive, aggressive, passive, or passive-aggressive, and provides some information about conflict strategies. We all use each of these strategies from time to time, and in different situations. The goal of this exercise is to identify the strategies you use most often. Improving your assertiveness skills will help you manage conflict more effectively

If you agree with a statement, circle its number.

1. I usually keep quiet when someone does something I don't like. (P)
2. When I am angry, I tend to "blow up" at others. (AG)
3. It's hard for me to give compliments to people. (P)
4. If I am treated unfairly, I speak up in a controlled way. (A)
5. If someone does something I don't like, I keep quiet and get back at them later (PA).
6. I try to be fair and consider other people's points of view. (A)
7. When I am in a leadership role, I insist that people do things my way. (AG)
8. I think it is better just to let things slide rather than upset others. (P)
9. I often raise my voice to get other people to do what I want. (AG)
10. If I don't want to do something, I agree and then just "forget" to do it. (PA)
11. People who love each other shouldn't argue. (P)
12. I believe I deserve to be treated with respect, and I should respect others. (A)
13. Children should be punished as harshly as necessary to get them to obey. (AG)
14. I often tell "white lies" to avoid a hassle or hurting someone's feelings. (PA)
15. I usually feel comfortable when other people give me compliments. (A)
16. I don't mind hurting someone if they have hurt me first, even if it is someone I care about. (AG)
17. I tell people what they want to hear and then do what I want to. (PA)

Count the number of answers you circled in each category (A, P, AG, or PA):

Category	A	P	AG	PA
No. of Answers				

A = Assertive. You speak up for yourself firmly and directly, but you respect other people as well when you use assertive strategies.

P = Passive. You avoid conflict and try to be "nice at any price" when you use passive strategies.

AG = Aggressive. Your anger takes the lead and you may not act respectfully toward others when you use aggressive strategies.

PA = Passive-Aggressive. You avoid direct confrontation but are focused on punishing others when you use passive-aggressive strategies.