

# How Well Do You Handle Conflicts in Communication?

**Directions:** Please answer each of the following questions as honestly as you can by ranking yourself from A–F, according to how often and/or how strongly the statement is true of you. When you have completed the exercise, your instructor will tell you how to interpret and how to score the results. Your answers and your score, however, will remain known only to you, unless you wish to share them. The possible answers from A–F are generally to be interpreted as follows:

A = Never/Not at all

B = Rarely/Hardly at all

C = Seldom/Not very strongly

D = Sometimes/Somewhat, but not strongly

E = Often/Somewhat strongly

F = Always/Very Strongly

- \_\_\_\_\_ 1. To what extent do you tend to feel or think that a family member, or someone else close to you, really doesn't care about you when you have a disagreement with him or her?
- \_\_\_\_\_ 2. How strongly do you honestly feel that, to the extent that you really love a future mate, a marriage of yours would remain free of disagreements?
- \_\_\_\_\_ 3. To what extent do you generally tend to interrupt people when they are talking during a disagreement?
- \_\_\_\_\_ 4. To what extent do you tend to allow or encourage verbal disagreements to disintegrate into either verbal or physical "fights"?
- \_\_\_\_\_ 5. Do you tend to give advice to others, even when it is not what they seem to want?
- \_\_\_\_\_ 6. Do you have a tendency to tell someone else, in the midst of a disagreement, what she or he should think or how she or he should feel?
- \_\_\_\_\_ 7. If someone tells you "no" and obviously means it in a given situation, do you ever nag at him or her until he or she either reconsiders or becomes angry?
- \_\_\_\_\_ 8. When having a serious, personal disagreement with someone, do you ever point out the positive things you think and feel about her or him during the course of your disagreement?
- \_\_\_\_\_ 9. When someone disagrees with you, do you have a tendency to take it too personally—feeling as though you, and not just your ideas, are being rejected?
- \_\_\_\_\_ 10. Do you tend to keep the bothersome things about others to yourself without doing anything about them, until you "blow up" when the "last straw" has been reached and you can't take it any longer?
- \_\_\_\_\_ 11. Do you always try to settle disagreements "on the spot," rather than being able to wait until a more appropriate time?
- \_\_\_\_\_ 12. When things are not going your way in a disagreement, to what extent do you tend to somehow react childishly?
- \_\_\_\_\_ 13. When someone has "hurt your feelings," to what extent do you tend to keep the hurt inside rather than telling the person about how you feel and why?
- \_\_\_\_\_ 14. Do you tend to blame others or seek to hurt them back when you are feeling hurt as a result of something they said or did?
- \_\_\_\_\_ 15. When disagreeing with someone, do you bring up examples of past problems or conflicts in trying to prove your point in the present situation?

- \_\_\_\_\_ 16. Do you try to change the subject in order to prevent a disagreement with someone—or in order to keep from losing one?
- \_\_\_\_\_ 17. If you thought that having a few drinks or using other drugs would give you more courage or help you feel more relaxed in facing up to someone in a disagreement, would you make use of the substances for that purpose?
- \_\_\_\_\_ 18. How often have you allowed yourself to become so upset with someone that you said things which were rather mean or cruel merely out of anger?
- \_\_\_\_\_ 19. When you sense that it is the only way of getting someone else to agree with you, do you tend to make use of “threats” in order to get him or her to change his or her mind and see things your way?
- \_\_\_\_\_ 20. How often, when you find it necessary to criticize someone, do you tend to merely point out the things you think are wrong, rather than the positive and specific ways in which someone can remedy the situation?
- \_\_\_\_\_ 21. During a disagreement with someone, to what extent do you try to make the other person feel more inferior and yourself seem more superior in some way?
- \_\_\_\_\_ 22. Do you have a tendency to become overly emotional or upset during or as a result of disagreements with people?
- \_\_\_\_\_ 23. To what extent do you let emotional upset or anger influence you to be physically violent or foolish (for example, hitting someone or something, driving recklessly, breaking or defacing things, and so on)?
- \_\_\_\_\_ 24. Does your tendency either to “think while speaking” or to not speak until you are sure of exactly what you want to say ever cause communication problems between yourself and others?
- \_\_\_\_\_ 25. Usually, do you adequately consider both or all sides of a situation before reaching your final conclusions about something—especially in a disagreement?
- \_\_\_\_\_ 26. Do you ever let others know, while disagreeing with them, what they can help you do to prevent you from overreacting (for example, giving you more time to think or to calm down, and so on)?
- \_\_\_\_\_ 27. During a disagreement with someone, do you try to be especially aware of the nonverbal “clues” about the other person which might help you to better understand him or her and how to resolve the differences?
- \_\_\_\_\_ 28. When you seem to be getting nowhere in resolving a serious personal difficulty with someone, do you seek the guidance of someone who would be both unbiased and suitably qualified to help you in the specific area of your problem or disagreement?
- \_\_\_\_\_ 29. To what extent do you tend to compromise in a disagreement only as a last resort when you otherwise seem to be losing?
- \_\_\_\_\_ 30. When disagreeing with someone else, how much do you try to “win” over the other?

\_\_\_\_\_ Total Score