



OAK
CONFLICT DYNAMICS

CDP Self-assessment Questionnaire

Section 1

Interpersonal conflict is extremely common, both at home and in the workplace. When such conflicts arise, there are many different ways to react, and none of them is always right or always wrong. The following items ask about the way you usually respond before, during, and after interpersonal conflicts occur in your life. Please answer each one as honestly and as accurately as you can.

Fill in the appropriate response on the answer sheet to indicate how frequently you respond in that way during interpersonal conflicts.

Be sure to match section and question numbers from this booklet with the corresponding section and question numbers on the answer sheet. Be sure to complete every item.

Definitions of Rating Scale	
1 = Never	I never respond in this way
2 = Rarely	I rarely respond in this way
3 = Sometimes	I sometimes respond in this way
4 = Often	I often respond in this way
5 = Almost always	I almost always respond in this way

When an unpleasant conflict with another person is just beginning, I...

1. Act distant and aloof toward that person.
2. Try to stay flexible and optimistic.
3. Try as hard as I can to prevail.
4. Attempt to generate creative solutions.
5. Analyse the situation to determine the best course of action.
6. Physically avoid the other person's presence.
7. Communicate frankly and openly with that person.
8. Hide my true feelings.
9. Raise my voice.
10. Imagine what the other person is thinking and feeling.



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When another person seriously provokes me during conflict, I...

1. Delay responding until the situation has settled down.
2. Roll my eyes when that person speaks.
3. Try to understand how things look from that person's perspective.
4. Later think of things I wish I'd said or done.
5. Take time to think about the most appropriate response.
6. Retaliate against that person.
7. Hold my emotions in because I can't express them well.
8. Tell the other person what I'm feeling.
9. Keep as much physical distance as possible from that person.
10. Argue vigorously for my own position.

When I am having conflict with someone, I...

1. Am sarcastic toward that person.
2. Brainstorm with the person to create new ideas.
3. Take a "time out" in order to let things settle down.
4. Try to get even.
5. Let that person have his/her way in order to avoid further conflict.
6. Think carefully about the pros and cons before responding.
7. Talk honestly and directly to the other person.
8. Am critical of myself for not handling the conflict better.
9. Try to win at all costs.
10. Ask the other person questions to help figure out a solution.
11. Reflect on the best way to proceed.