

◇ Chapter 7  
Conflict Prevention

**HOW DO YOU HANDLE CONFLICT?**

Even the best relationships may occasionally experience conflict. How you handle conflict will determine the effect it has on your relationships. Constructive conflict can improve relationships; destructive conflict can destroy them. The first step in learning to handle conflict more constructively is to become aware of your conflict style.

**Directions:** Fill out the chart below by describing three conflicts you recently experienced. Then use the chart to answer the questions that follow.

<b>DISCOVERING YOUR STYLE</b>			
	<b>Conflict #1</b>	<b>Conflict #2</b>	<b>Conflict #3</b>
<b>People and Viewpoints Involved</b>			
<b>How I Handled the Conflict</b>			
<b>Things That Worked</b>			
<b>Things I Would Change</b>			

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**Thinking About Your Style**

1. First, rate your conflict-resolution skills. Place a check mark in the column that best describes your use of each skill.

In handling conflicts, how often do you . . .	Never	Seldom	Often	Always
Listen	_____	_____	_____	_____
Look for other points of view	_____	_____	_____	_____
Use I-messages	_____	_____	_____	_____
Stick to the point	_____	_____	_____	_____
Use good timing	_____	_____	_____	_____
Show respect	_____	_____	_____	_____
Avoid physical confrontation	_____	_____	_____	_____
Control emotions	_____	_____	_____	_____
Negotiate	_____	_____	_____	_____
Compromise	_____	_____	_____	_____
Walk away when necessary	_____	_____	_____	_____

2. Does your conflict style seem constructive or destructive? Explain. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. What can you do to improve your conflict style? \_\_\_\_\_

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4. What are some benefits of developing a constructive conflict style? \_\_\_\_\_

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