

# MANAGING CONFLICT

## with my Boss & my Teammates

### Self-Assessment

### Answer

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1. I assume that conflict is always negative.	True	False	Conflict 
2. I collaborate with my boss to work together to develop a win-win solution.	True	False	Conflict 
3. When it comes to disagreements with my boss, I'm assertive and speak up.	True	False	Communication 
4. When there is conflict with my boss, I generally react negatively.	True	False	Emotional Intelligence 
5. Our team has set ground rules to handle sticky situations and disagreements.	True	False	Conflict 
6. I work to understand my manager's point of view when a conflict is brewing.	True	False	Communication 
7. I participate in a win-win solution by providing input to my boss and my team.	True	False	Conflict 
8. Resolution happens often after a conflict or disagreement with my boss.	True	False	Problem solving 
9. I gather information in order to resolve conflicts with my manager.	True	False	Problem solving 
10. The root cause of a conflict is often established when it happens.	True	False	Problem solving 
11. I feel that I can't speak up when there are challenges with my boss or team.	True	False	Communication 
12. It's common for our team to brainstorm on solutions to challenges we have.	True	False	Problem solving 
13. I'm good at managing my emotions at work and reframing them to stay calm.	True	False	Emotional Intelligence 
14. I feel like I can defuse a conflict with my teammates and my boss if needed.	True	False	Emotional Intelligence 
15. I take initiative if something is bothering me or I disagree with my boss.	True	False	Communication 

# ANSWER KEY

## Points

QUESTION 1	0=TRUE	1=FALSE
QUESTION 2	1=TRUE	0=FALSE
QUESTION 3	1=TRUE	0=FALSE
QUESTION 4	0=TRUE	1=FALSE
QUESTION 5	1=TRUE	0=FALSE
QUESTION 6	1=TRUE	0=FALSE
QUESTION 7	1=TRUE	0=FALSE
QUESTION 8	1=TRUE	0=FALSE
QUESTION 9	1=TRUE	0=FALSE
QUESTION 10	1=TRUE	0=FALSE
QUESTION 11	0=TRUE	1=FALSE
QUESTION 12	1=TRUE	0=FALSE
QUESTION 13	1=TRUE	0=FALSE
QUESTION 14	1=TRUE	0=FALSE
QUESTION 15	1=TRUE	0=FALSE

## Scoring

**0 - 5:** Chances are you tend to avoid disagreements, act passively and wait for solutions to challenges at hand. It's hard for you to speak up and you generally don't take initiative to solve conflict or issues with your team or your boss.

**5- 10:** It's possible that you've gotten better at offering solutions and managing your own issues and stress; however, you are still gun-shy in some cases. Fear keeps you from being assertive and explaining what you really want at work.

**10 - 15:** Most of the time you are assertive and work to resolve challenges with your boss and your team. While there are things that trip you up from time to time, you feel good about navigating problems at work and reacting solutions?