

## CONFLICT MASTERY SELF-ASSESSMENT

Knowing and understanding how we engage in conflict is crucial to our journey to developing mastery in this area of life. The increasing awareness that comes as we become more and more masterful will undoubtedly have a positive impact on our lives, our relationships and our work. This Conflict Mastery Self-Assessment will help you to consider your current level of conflict mastery.

**1 – Not at all; 2 – Sometimes; 3 – A lot of the time; 4 – Almost always**

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|---|---|---|---|---|
| 1. I am well aware of how I engage in conflict, before, during and after an incident.   | 1 | 2 | 3 | 4 |
| 2. I continually work to improve areas that are not working for me, when it comes to managing conflict.   | 1 | 2 | 3 | 4 |
| 3. I realize when my ‘hot buttons’ are being pushed and do not react.   | 1 | 2 | 3 | 4 |
| 4. I am intuitive about and respect others’ ‘hot buttons’ and boundaries.   | 1 | 2 | 3 | 4 |
| 5. I listen attentively to the other person when in conflict and do not interrupt when they are telling me what I said or did that upset them.    | 1 | 2 | 3 | 4 |
| 6. I accept that I do not have to be right all the time.  | 1 | 2 | 3 | 4 |
| 7. I do not intentionally offend anyone and when I do, I take responsibility for my contribution to the discord and apologize.                    | 1 | 2 | 3 | 4 |
| 8. I do not judge others.   | 1 | 2 | 3 | 4 |
| 9. I refrain from blaming and gossiping about my co-workers, boss, or others in the workplace.  | 1 | 2 | 3 | 4 |
| 10. I do not get defensive when people say offensive things to me. Rather, I listen for the real intent of the message and respond appropriately. | 1 | 2 | 3 | 4 |
| 11. I collaborate and cooperate with the other person when we are in conflict.  | 1 | 2 | 3 | 4 |

12. I agree to disagree when necessary and do so with grace and understanding. 1 2 3 4
13. I remain creative, flexible and open when in conflict and don't let my hurt feelings or positions on a matter, take over. 1 2 3 4
14. I am able to set my ego aside when in conflict and do not take things personally. 1 2 3 4
15. I learn from my mistakes and continually apply the learning. 1 2 3 4
16. I check out assumptions and motives that I attribute to others, rather than operating on my perceptions about them. 1 2 3 4
17. My values, needs, identities are consistently aligned with my words and actions. 1 2 3 4
18. I am resilient when it comes to conflict. That is, I forgive and let go and do not carry a grudge. 1 2 3 4
19. I am comfortable with my own emotions and those of others. I do not let emotions (mine or "the other person's") interfere with my efforts to effectively engage in conflict. 1 2 3 4
20. I see the opportunity in conflict and do not avoid engaging in it, unless there is a good reason that it is more appropriate to do so. 1 2 3 4

**Total each column**

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**TOTAL OF THE COLUMNS, ADDED TOGETHER** \_\_\_\_\_

ASSESSMENT	RESULT
Conflict mastery (70-80)	
Conflict competent (55-69)	
Some work to do (35-54)	
Lots of work to do (20-34)	