

CONFLICT INTELLIGENCE SELF-ASSESSMENT

Conflict Intelligence refers to having the self-awareness, knowledge, and skills to be attuned to ourselves and the other person or persons with whom we are in conflict. It is about having and showing the ability to manage conflict proactively with humility, objectivity, and empathy. It is about not judging and making assumptions. It is about being able to regulate our emotions and treating the other person with respect, even if we are upset. Conflict Intelligence requires us to have insight and compassion for ourselves and the other person.

Lots of factors tend to get in the way of developing Conflict Intelligence and a concentrated effort to strengthen our capacity in this important area of our lives will help us maintain and build our connections with others and within ourselves.

This assessment is about how you currently rate your level of conflict intelligence, by considering variables that reflect aspects of conflict management. There are no right or wrong answers.

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 a dispute. | 1 | 2 | 3 | 4 |
| 2. I continually work to improve areas that are not working for me when it comes to engaging in and 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 and apologize for my contribution to the discord. | 1 | 2 | 3 | 4 |
| 8. I do not judge others. | 1 | 2 | 3 | 4 |
| 9. I do not engage in blame or gossip about others. | 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. Even if I think they are intending to offend me, I refrain from retaliating. | 1 | 2 | 3 | 4 |

- 11. I make my best efforts to see how the other person and I may be able to collaborate and cooperate 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 the conversation and relationship. 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 and needs 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 makes avoiding appropriate. 1 2 3 4

Total each column

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TOTAL OF THE COLUMNS, ADDED TOGETHER:

ASSESSMENT	RESULT
Conflict intelligent (70-80)	
Conflict intelligent with some work to do (55-69)	
More work to do (35-54)	
Lots of work to do (20-34)	

