

Conflict Effectiveness Survey

(rate on a scale of 1 to 7)

1. Listening

1 2 3 4 5 6 7

People assume they're right

People are open to hearing new ideas

2. Acknowledging

1 2 3 4 5 6 7

People put their ideas in the open without acknowledging the points made by others

People acknowledge each other's ideas even when they don't agree with them

3. Objectivity

1 2 3 4 5 6 7

We tend to get emotional and argue for our favorite ideas

We tend to stay calm and look objectively at the facts

4. Building

1 2 3 4 5 6 7

We tend not to admit that anyone else's ideas are good

We generally take the ideas of fellow members and try to build on them

5. Norms

1 2 3 4 5 6 7

We don't have or use norms to manage conflict situations

We developed a set of norms that work well to help us manage conflicts

Conflict Effectiveness Survey - Continued

6. Trust and Openness

1 2 3 4 5 6 7

People don't speak what is truly on their minds

People have great trust in the team members and say what is on their mind

7. Approach to conflict

1 2 3 4 5 6 7

Most often we either avoid or argue vehemently

We collaborate to find solutions we can all live with

8. Interpersonal Behaviors

1 2 3 4 5 6 7

People often get emotional and make personal attacks

We stay calm and stick to the facts. No one ever gets personally attacked

9. Structure

1 2 3 4 5 6 7

We never take a systematic approach. We thrash out our differences

There is a clearly defined process for analyzing the situation & looking for solutions

10. Closure

1 2 3 4 5 6 7

Our conflict sessions end without resolutions

We are excellent at getting solutions & clear action steps

Conflict Effectiveness Survey - Continued

11. Process Checking

1 2 3 4 5 6 7

Once an argument starts, we never call time-out & correct ourselves

We always stop and take a look at how we are managing our conflicts so we can improve

12. Time Management

1 2 3 4 5 6 7

When things get heated we lose all track of time an our agenda goes out the window

We carefully monitor our time to make sure we aren't wasting it

13. Aftermath

1 2 3 4 5 6 7

People are usually angry for a long time afterward

We work at clearing the air of hurt feelings