

CONFLICT EFFECTIVENESS SURVEY

Read over the following statements and rate where your group falls on each item. Be totally honest. This survey is anonymous and for your benefit.

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 on the table 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 have created a good set of norms that work well to help us manage conflicts	

6. TRUST AND OPENNESS

1	2	3	4	5	6	7
People don't say what's really on their minds					There is a lot of trust that you can say whatever you have on your mind	

7. APPROACH TO CONFLICT

1	2	3	4	5	6	7
Most often we either avoid or argue vehemently					We tend to 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. Mostly we just thrash out differences					There is always a clearly defined process for analyzing the situation & looking for solutions	

10. CLOSURE

1	2	3	4	5	6	7
Most of our conflict sessions end without resolution					We are excellent at getting to solutions and clear action steps	

11. PROCESS CHECKING

1	2	3	4	5	6	7
Once an argument starts we never call time-out and 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 and our agenda goes out the window					We very carefully monitor our time to make sure we aren't wasting it, especially when we get into conflict	

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	

SCORING

If your total is:

78 - 91	You are doing pretty well and will probably take advantage of opportunities for improvement
52 – 90	Your group is facing some conflict challenges that can on occasion be very unpleasant
< 52	Your group needs to face some issues that are compromising your effectiveness and have the potential to be destructive