



Assess the Effectiveness of Conflict Resolution in your Team

Style and Approach	Yes	No	Unsure
Are you aware of your preferred conflict resolution style?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is your team able to adapt the conflict resolution approach to match the needs of the situation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are your team members able to communicate effectively with each other?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does your team view conflict as an opportunity to change and improve?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does your team focus on win-win solutions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does your team confront issues, not people?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When Conflict Occurs	Yes	No	Unsure
Do you welcome the existence of the conflict, bring it into the open, and use it as potential for change?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you separate the person from the problem?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you diffuse the emotional component of the conflict by showing respect, listening carefully, and giving all parties an opportunity to express views?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you clarify the nature of the problem as seen by both parties to identify the real problem?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you deal with one problem at a time, beginning with the easier issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you listen with understanding (interest) rather than evaluation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you use the communication skills of listening, reflecting, and clarifying?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do people attack data, facts, assumptions, and conclusions but not individuals (e.g., "I disagree with your assumptions")?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you brainstorm possible solutions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you use objective criteria when possible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you invent new solutions where both parties gain?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you implement the plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you evaluate and review the problem-solving process after implementing the plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you identify areas of agreement, focusing on common interests not positions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team Strategies	Yes	No	Unsure
Does your team regularly review decisions, including review and definition of goals, the direction of the team, and priorities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does your team regularly Value and recognise the strengths and differences that each member brings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does your team regularly clarify roles by discussing topics and knowledge base, professional stereotypes, specialisations, autonomy, competencies, responsibilities, and expectations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does your team regularly examine overlapping roles and renegotiate role assignments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does your team regularly assess the effectiveness of group norms or ground rules?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does your team regularly recognise professional hierarchies and discuss their impact on team functioning (status and delegation of authority issues are a part of this activity)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>