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Cornerstone

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### **Interpersonal Knowledge Paper**

Have you ever experienced a conflict in which you felt like you handled it the right way but others may disagree? Your conflict management skills have a big factor in how you address a conflict. In our class, we were asked to complete a survey which examined people's conflict management skills. I surveyed roughly nineteen candidates who I felt had very different personalities. I felt this random sample would give me a variety of information to help receive reliable results. This questionnaire asked multiple questions that dealt with how you handle a conflict. The respondents and I were not very surprised with the results after completing the survey. Everyone seemed very intrigued with the questionnaire because it allows people to visually see how they may handle issues when they arise.

I decided to survey myself first to see if my conflict management skills shown matched how I perceived myself as. When I went through and answered all the following questions, my most common conflict management strategy was competition/aggression. My least common strategy was accommodation/smoothing over and compromise. I was not surprised by these results because I know when a disagreement arises, I want to convince the others that my opinion is the best opinion. That doesn't mean that I don't think other opinions are credible, I am just hard to be convinced. After receiving my results, I then surveyed others as I was told. The samples results were much different from mine. The respondents most common result with seven

people was accommodation/smoothing over and the least common with three people was Integration. Competition/aggression and avoidance had a total of four people as their top strategy. Lastly, three people received integration as their top strategy.

As you can tell from the results above, it was pretty varied on what was the top and lowest strategy was. I believe the reason why accommodation/smoothing over is the overall top strategy because many people do not like to deal with a situation. They would rather sit back and allow the situation to run its own course. The benefits of the top picked style is there's no argumentation. Majority of the people within the conflict are pleased when accommodation is encountered. The problems that you may run into with this strategy is that the problem occurring may not being addressed. Accommodation can create problems within yourself, when one secretly does not agree with something but will not do anything about it. That person may be left unsatisfied while others involved in the conflict are satisfied because they were accommodated to.

As shown above, the least common strategy was Integration. Integration is the action or process of integrating. I believe that this was the least common strategy because many people would rather state their own opinion then question others. The disadvantage of this strategy is one does not accept other people's opinions upon a conflict that may arise.

After finding out the results of the survey, many people ended up agreeing with what the survey's outcome was for them. They had an idea of what they felt they are as a person before taking the survey. Many felt there ideas matched the outcome of the survey. When I heard many people tell me this, I felt that this questionnaire was very reliable. I felt that many people's ending result of the survey agreed upon what they thought of themselves.

Even when I completed the survey myself, I felt that the ending outcome fit my personality the best.