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Conflict handling style self assessment

Thinking about quittin' the 9-5 and becoming your own boss? Want to know if you've got what it takes to cut it in the glamorous world of pajama-wearing home-office workers? Sitepoint's got a potential freelancer self-assessment that puts your self-motivation and organizational skills to the test. The working from home bit cuts to the chase: It takes a special kind of personality to work from home successfully. Not everyone is suited to it. If you can answer "yes" to the majority of these questions, then working from home may be for you: Are you well-organized? Are you easily self-motivated? Can you set your own work timetables? Can you work with occasional distractions? Are you sufficiently self-disciplined to keep your nose to the grindstone? Do you have good time-management skills? I'm living proof that there's always room for improvement in these areas - being a non-starving freelancer for a couple of years now who doesn't always have her stuff together - but self-organization, motivation and scheduling is huge when it comes to self-employment. There are some days I actually MISS having the Office Space manager riding my ass about TPS reports. Well ok, not really. Fire your Boss! The Successful Home Freelancer's Guide [Sitepoint via Achieve-IT!] Evaluating yourself can be a challenge. You don't want to sell yourself short, but you also need to make sure you don't come off as too full of yourself either. Use these tips to write a self evaluation that hits the mark. Overview of a Self Evaluation A self evaluation is a tool used by many managers to get their employees' perspectives about performance, attributes and weaknesses. Although self evaluations are not useful as a stand-alone tool for assessing performance, they can be invaluable when it comes to reviewing past events and learning how employees feel about work processes. Using this information, managers can make changes to improve work environments and processes. Benefits of a Self Evaluation Managers will request self evaluations for several reasons. Learning how you see yourself within an organization and how you understand expectations helps managers be more effective. Your manager can gain insight about inter-personnel communication as well. These evaluations can also be effective for motivating employees, especially those that are intrinsically motivated to grow and improve. Points to Cover Your self evaluation should include specific data and quantifiable results you produced during the review period. These details demonstrate specific skills and tangible results. Make sure to include these points: Organize your accomplishments into a few categories. If unexpected projects came up, include these items too, so you can demonstrate your adaptability. Include quotes and feedback you've received that supports your skills and performance. This feedback might come from coworkers, managers or customers. Highlight strengths you have to show how your skills had a positive impact. List a couple of goals you have or skills you'd like to develop over the coming year. Inquire about opportunities for growth that might arise. Use action words and phrases to describe your accomplishments. What to Skip You may be tempted to include the following, but doing so will likely reflect poorly on you. Resist the urge to criticize others in your self-evaluation. You are writing about yourself, no one else. Avoid taking a defensive tact as well. Address any weaknesses you have as an opportunity to improve instead of focusing on negatives. Don't make excuses for errors or failures. Instead, frame these situations as learning experiences, taking responsibility and making specific goals to succeed. Using Self Evaluation Examples It may help to review a few self evaluation examples as you work on your own self examination. These examples will usually show organized accomplishments and projects, highlighting skills used and actions taken to finish these tasks. You'll also get ideas for how to describe challenges with positive framing and how to ask for new growth opportunities for the coming year. Once you finish writing your self-evaluation, ask a coworker or family member to read it. Make sure you proofread it carefully so that it's free of errors and typos. MORE FROM QUESTIONS ANSWERED.NET 1. SELF ASSESSMENT TEST FOR CONFLICT MANAGEMENT To what extent does each statement describe you? Indicate your level of agreement by circling the appropriate response on the right. Circle the number that indicates how well these statements describe you. Rarely Always 1. If someone disagrees with me, I vigorously defend my side of the issue... 1 2 3 4 5 2. I go along with suggestions from co-workers, even if I don't agree with them... 1 2 3 4 5 3. I give-and-take so that a compromise can be reached... 1 2 3 4 5 4. I keep my opinions to myself rather than openly disagree with people... 1 2 3 4 5 5. In disagreements or negotiations, I try to find the best possible solutions for both sides by sharing information... 1 2 3 4 5 6. I try to reach a middle ground in disputes with other people... 1 2 3 4 5 7. I accommodate the wishes of people who have different points of view than my own... 1 2 3 4 5 8. I avoid openly debating issues where there is disagreement ... 1 2 3 4 5 9. In negotiations, I hold on to my position rather than give in ... 1 2 3 4 5 10. I try to solve conflicts by finding solutions that benefit both me and the other person... 1 2 3 4 5 11. I let co-workers have their way rather than jeopardize our relationship... 1 2 3 4 5 12. I try to win my position in a discussion... 1 2 3 4 5 13. I like to investigate conflicts with co-workers so that we can discover solutions that benefit both of us... 1 2 3 4 5 14. I believe that it is not worth the time and trouble discussing my differences of opinion with other people... 1 2 3 4 5 15. To reach an agreement, I give up some things in exchange for others... 1 2 3 4 5 Scoring key for Conflict management questionnaire: - Write the scores circled for each item on the appropriate line below (statement numbers are in the brackets), and add up each scale. Higher scores indicate that you are stronger on that conflict management style. Competing (1)..... + (9)..... + (12)..... =..... Accommodating (2) + (7) + (11) =..... Compromising (3) + (6) + (15) =..... Avoiding (4) + (8) + (14) =..... Collaborating (5) + (10) + (13) =..... 2. "Conflict is inevitable, but combat is optional." — Max Lucado Conflict happens. How you respond to and resolve conflict will limit or enable your success. Here is some tools to understand conflict, to learn your own conflict patterns, and empower you to make more effective choices when you are finding or facing conflict. E M B R A C E C O N F L I C T A S A S O U R C E O F G R O W T H A N D T R A N S F O R M A T I O N Conflict can come from a variety of sources: Goals. Conflict can happen as a result of conflicting goals or priorities. It can also happen when there is a lack of shared goals. Personality conflicts. Personality conflicts are a common cause of conflict. Sometimes there is no chemistry, or you haven't figured out an effective way to click with somebody. Scarce resources. Conflict can happen when you're competing over scarce resources. Styles. People have different styles. Your thinking style or communication style might conflict with somebody else's thinking style or their communication style. The good news is that conflicts in styles are easy to adapt to when you know how. Values. Sometimes you will find conflict in values. The challenge here is that values are core. Adapting with styles is one thing, but dealing with conflicting values is another. That's why a particular business, group, or culture may not be a good fit for you. It's also why "bird's of a feather flock together" and why "opposites attract, but similarities bind." By embracing conflict as a part of life, you can make the most of each situation and use it as a learning opportunity or a leadership opportunity. You can also use it as an opportunity to transform the situation into something better. T H O M A S - K I L M A N N C O N F L I C T M O D E I N S T R U M E N T The Thomas Kilmann Conflict Mode Instrument is a model for handling conflict: The model organizes five conflict management styles based on two dimensions: assertiveness and cooperativeness. 3. F I V E C O N F L I C T M A N A G E M E N T S T Y L E S Here are the five conflict management styles according to Thomas, K.W., and R.H. Kilmann: 1. Accommodating - This is when you cooperate to a high-degree, and it may be at your own expense, and actually work against your own goals, objectives, and desired outcomes. This approach is effective when the other party is the expert or has a better solution. It can also be effective for preserving future relations with the other party. 2. Avoiding - This is when you simply avoid the issue. You aren't helping the other party reach their goals, and you aren't assertively pursuing your own. This works when the issue is trivial or when you have no chance of winning. It can also be effective when the issue would be very costly. It's also very effective when the atmosphere is emotionally charged and you need to create some space. Sometimes issues will resolve themselves, but "hope is not a strategy", and, in general, avoiding is not a good long term strategy. 3. Collaborating - This is where you partner or pair up with the other party to achieve both of your goals. This is how you break free of the "win-lose" paradigm and seek the "win-win." This can be effective for complex scenarios where you need to find a novel solution. This can also mean re-framing the challenge to create a bigger space and room for everybody's ideas. The downside is that it requires a high-degree of trust and reaching a consensus can require a lot of time and effort to get everybody on board and to synthesize all the ideas. 4. Competing - This is the "win-lose" approach. You act in a very assertive way to achieve your goals, without seeking to cooperate with the other party, and it may be at the expense of the other party. This approach may be appropriate for emergencies when time is of the essence, or when you need quick, decisive action, and people are aware of and support the approach. 5. Compromising - This is the "lose-lose" scenario where neither party really achieves what they want. This requires a moderate level of assertiveness and cooperation. It may be appropriate for scenarios where you need a temporary solution, or where both sides have equally important goals. The trap is to fall into compromising as an easy way out, when collaborating would produce a better solution. By knowing your own default patterns you improve your self-awareness. Once you are aware of your own patterns, you can pay attention to whether they are working for you and you can explore alternatives. By using a scenario-based approach, you can choose more effective conflict management styles and test their effectiveness for you and your situations. References: J.D. Meier

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