

**INTERCULTURAL CONFLICT STYLE ASSESSMENT
(DR. MITCHELL R. HAMMER)**

Instructions:

- Listed below are 18 pairs of statements about conflict and its resolution.
 - Respond to each pair of statements in terms of the phrase, “*In general, when resolving conflict with another party, my preferred approach is to:*”
 - Distribute 5 **points** between the two choices in each pair. Use the **higher** number to reflect the choice you *most prefer* and the **lower** numbers to reflect the choice you *least prefer*.
1. A. Be comfortable with the other party fully expressing their convictions.
B. Accommodate and go along with the statements made by the other party even though I disagree.
 2. A. Maintain emotional calm and stability.
B. Allow my own emotions to come out when interacting with the other party.
 3. A. Express what I believe to be true directly to the other party.
B. Avoid criticizing the views or position of the other party.
 4. A. Be comfortable when the other party asserts their ideas.
B. Be comfortable when the other party accommodates or goes along with statements I make even though they disagree.
 5. A. Make sure to control strong emotions when interacting with the other party.
B. Openly express my frustrations and anger.
 6. A. Avoid imposing my feelings on the other party.
B. *Not* try to control my emotions.
 7. A. Verbally defend my views against attack from other party with well-stated arguments.
B. Talk “around” disagreements with the other party.
 8. A. Avoid expressing strong emotions.
B. Express strong emotions when interacting with the other party.
 9. A. Use an emotionally calm style to get my point across.
B. Present my ideas with full emotion, even if those ideas are not as logically presented as they could have been.
 10. A. Get straight to the point when presenting my argument.
B. Offer indirect suggestions rather than explicit recommendations.

11. A. Contain my emotions.
B. Express my feelings, even it means shouting.
12. A. Fully express my convictions.
B. Be cautious in sharing my own wants, goals and needs.
13. A. Make sure my own feelings do not interfere with my interactions with the other party.
B. Interact with the other party with emotional intensity.
14. A. Candidly express my disagreements to the other party.
B. Express my complaints indirectly.
15. A. Verbally confront differences in opinion directly with the other party.
B. Use intermediaries to help settle disagreements between the other party and myself.
16. A. Refrain from expressing negative emotions.
B. Passionately express my disagreements.
17. A. Be clear and unambiguous in my communication with the other party.
B. Verbally “yield” to the other party by apologizing for the conflict.
18. A. Keep strong emotions like fear and anger hidden from the other party.
B. Express my deeper emotions like fear and anger.

INTERCULTURAL CONFLICT STYLE SCORE SHEET

1 (A) _____

10 (A) _____

2 (B) _____

11 (B) _____

3 (A) _____

12 (A) _____

4 (A) _____

13 (B) _____

5 (B) _____

14 (A) _____

6 (B) _____

15 (A) _____

7 (A) _____

16 (B) _____

8 (B) _____

17 (A) _____

9 (B) _____

18 (B) _____

Adapted from the work of Dr. Mitchell R. Hammer.

INTERCULTURAL CONFLICT STYLE MODEL

