

**An on-line publication discussing
Interpersonal Assessment Profiles related to
emotional intelligence and conflict management**

Article 4

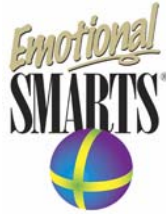
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Donaldson & Associates, Inc., through their seminar, workshop, conference presentations and leadership retreat services works with many organizations and individuals who are intimidated, overwhelmed or inappropriately aggressive when it comes to addressing conflict in both personal and professional situations. To see where you might fit, consider the following questions in terms of your emotional intelligence, and of how you deal with conflict.

The statements are designed to make you think about your conflict management proficiency. Once you have responded to the statements the outcome should be clear to you as to whether you need to explore additional conflict management approaches to increase your overall effectiveness and quality of life and relationships.

A sample of a Conflict Management profile is outlined on the following page



Statement responses are:

- Strongly Agree SA
- Agree A
- Disagree D
- Strongly Disagree SD

		SA	A	D	SD
1.	I am good at identifying sources of potential conflict in my family or work life	___	___	___	___
2.	I am able to rationally assess the underlying reasons for most conflict situations	___	___	___	___
3.	I address conflict early so that it doesn't fester and become a larger issue	___	___	___	___
4.	I resiliently recover from conflict situations	___	___	___	___
5.	I am able to appreciate the other person's perspective on the conflict even though I might not agree with him or her	___	___	___	___
6.	I listen to others as much as I speak when I am involved in a conflict situation	___	___	___	___
7.	I understand the possible "personal" motivations that could drive a person to become emotionally high jacked in a conflict encounter	___	___	___	___
8.	I accept constructive or negative feedback without becoming angry	___	___	___	___
9.	I believe disagreements are part of a healthy highly functioning relationship	___	___	___	___
10.	I don't hold grudges or resentments with those I have had conflict with	___	___	___	___



As you reflect on how you answered the statements on page 2, consider how your present approach works to your benefit. Do some of these statements, and how you responded to them, negatively affect the outcome of high tension situations you might find yourself in? Are there action steps you could take early in the conflict cycle to diffuse the tension, change the process and improve the outcome of the conflict? When you consider your current approach, are you proud and satisfied with how you demonstrate conflict management leadership to those you interact with?

In closing, many people mask, minimize and misrepresent conflict for fear of disapproval, losing control, not being recognized and validated, or being disrespected for their approach and position. Emotionally smart people understand that conflict is part and parcel of relationships – it is how we handle the conflict that matters. If we approach it early in the conflict cycle with an attitude of wanting to arrive at a solution that both parties can comfortably live with – we stand a better chance of positively resolving disagreements in a timely and less emotionally charged way. If, on the other hand, we let our egos drive our attitudes or ignore the conflict thinking that it will “go away” we set ourselves and others up for failure – to say nothing of creating trauma bound relationships that continue to deteriorate over time.

Assuming the conflict does not involve abuses (as there are other remedies often required in these situations), emotionally smart people park their egos at the door and focus early on working through issues in an empathic, factual and process oriented manner. With this approach, they stand a better chance of resolving their conflict in a dignified and respectful way that is timely, cost effective, resource efficient, emotionally healthy, and productive for everyone involved. If you would like to learn more about our learning tools, seminars, conference presentations, and leadership retreats, please contact us at www.emotionalsmarts.com or at 403-287-2244 in Calgary, Alberta, Canada. Thank you!