

CONFLICT RESILIENCE QUOTIENT

Something that happens to many of us in the aftermath of interpersonal conflict is a tendency to agonize about what happened. We may criticize ourselves – wishing we had said something else or differently. We may blame the other person and not let go of our feelings about him or her. We may continue to ruminate about unresolved hurts and issues. We may make the situation bigger than it was, or try to minimize it while still experiencing a huge impact that we try to suppress.

Lingering agony keeps us from moving on and often contributes to building grudges and repeating behaviours we don't like about ourselves. The questions in this Conflict Resilience Quotient invite you to look at your own conflict resilience:

After most interpersonal conflicts, I usually tend to:	Less True	More True
Recover quickly and do not worry, agonize or stay preoccupied about what the other person said or did that offended me.	1	2 3 4 5
Forgive and do not bear a grudge about the other person and what s/he said or did. Or if I am not ready to forgive yet, I don't let the interaction weigh me down.	1	2 3 4 5
Reflect on what I learned from the conflict that will help me manage future disagreements.	1	2 3 4 5
Reach out to make amends with the other person, or talk out and clarify our differences.	1	2 3 4 5
Take responsibility for my part of the conflict and consider what I may have done differently.	1	2 3 4 5
Not share my side of the situation with others in self-serving and distorted ways.	1	2 3 4 5
Feel hopeful that things will be better and consider how I will try to contribute positively to this happening.	1	2 3 4 5
Move on and not see myself as a victim or feel sorry for myself.	1	2 3 4 5
Not continue to perceive the other person in negative ways.	1	2 3 4 5
Not gossip about and bad-mouth the other person to others.	1	2 3 4 5
Identify what may have been important to the other person that I did not realize before.	1	2 3 4 5
Apologize for my part of the conflict.	1	2 3 4 5
Have a better appreciation for and understanding of the other person's perspective on the issues, even if I don't agree with it.	1	2 3 4 5
Not criticize, blame myself or engage in other self-deprecating behaviors about what I did or said (or didn't say or do).	1	2 3 4 5
Let go of blaming the other person for what s/he did or said (or didn't say or do).	1	2 3 4 5
Total:		

SCORING KEY

- 15-39 Hmmm...I guess you already know you are not conflict resilient and coaching is highly recommended.
- 40-54 Your conflict resilience quotient is low and conflict coaching is recommended.
- 55-69 You are conflict resilient with a few areas that could use some work to strengthen your skills even more.
- 70-75 You are definitely conflict resilient!

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