

WEBINAR: FROM CONFLICT TO PEAK PERFORMANCE

This pre-test will give you a snap shot of where the issues of conflict are currently confronting you within your organization. There is also a post-test that you can take several weeks after completing the webinar to measure your acquired competency.	1 (Strongly Disagree)	2 (Disagree)	3 (Partially Agree)	4 (Agree)	5 (Strongly Agree)
1. I handle issues immediately and effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I work to gain the trust and support of difficult people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I try to solicit alternative solutions and strategies from colleagues and subordinates when dealing with a difficult situation or task.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. If I have a difference of opinion with colleagues and subordinates, I generally try to find mutually satisfying solutions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I try to avoid opinions and attitudes in discussions with others, preferring facts and results.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I investigate and research all available information before drawing my conclusions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I respond to current situations without bringing up other old or unresolved issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I proactively communicate concerns or issues before they become misunderstandings or have the potential for conflict.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I always try to create an atmosphere conducive to open communications in my department.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. My colleagues and subordinates agree that I maintain confidentiality when discussing issues or concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I respect the various points of view my colleagues and subordinates bring to issues and projects.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I do not try to avoid or impose upon colleagues or subordinates who I consider difficult to deal with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. When talking with colleagues I maintain the boundaries between business and personal issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. I believe that my subordinates and I share the same goals for the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. I tend to stay “on point” in my discussions and disagreements with colleagues and subordinates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I tend to lead by example and set reasonable goals for subordinates to achieve.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Once a decision has been made, whether I agree or disagree, I tend to put it behind me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. When difficult situations or major challenges arise I openly discuss options with colleagues and subordinates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. I maintain a positive perspective and provide encouragement to others, even during highly stressful situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. I try to provide opportunities for collaboration by creating situations where the organization and my subordinates win.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>