

**My
Mentored
Learning**
2023

Conflict Intelligence

Identify Your Conflict Intelligence Level

Understanding **Conflict Intelligence**

Conflict Intelligence refers to the possession of self-awareness, knowledge, and abilities that enable us to be sensitive to both ourselves and the other party or parties involved in a conflict. It involves the proactive management of conflicts with humility, objectivity, and empathy while refraining from being judgmental and making assumptions. Conflict Intelligence also involves regulating our emotions and treating the other person with respect, even when we are upset. Developing Conflict Intelligence necessitates having compassion and insight for both ourselves and the other person. However, several factors may hinder the development of Conflict Intelligence, and thus, it requires a concentrated effort to strengthen this vital aspect of our lives, which can contribute to the attainment of peace.



Self-Assessment Conflict Intelligence

Mark the response that best describes you.

#	Question	Not at all	Sometimes	A lot of the time	Almost always
1	I am well aware of how I engage in conflict, before, during and after a dispute.	1	2	3	4
2	I am committed to ongoing self-improvement when it comes to engaging in and managing conflict, actively seeking to address any areas that are not working for me.	1	2	3	4
3	I am aware of when my emotional triggers are being activated, and I make a conscious effort to avoid reacting impulsively.	1	2	3	4
4	I am perceptive of and mindful of others' emotional triggers and personal boundaries, making a deliberate effort to respect them.	1	2	3	4
5	During times of conflict, I make a conscious effort to listen actively to the other person, refraining from interrupting when they express how I may have upset them.	1	2	3	4
6	I accept that I do not have to be right all the time.	1	2	3	4

Self-Assessment (Continued)

Conflict Intelligence

#	Question	Not at all	Sometimes	A lot of the time	Almost always
7	I take responsibility for any unintentional offense I may cause and apologize for my contribution to any discord.	1	2	3	4
8	I avoid making judgments about others	1	2	3	4
9	I do not engage in blame or gossip about others.	1	2	3	4
10	I avoid becoming defensive when others make offensive remarks toward me. Instead, I make a conscious effort to listen for the underlying message and respond appropriately. If the intent is to cause offense, I refrain from retaliating.	1	2	3	4
11	I am purposeful in identifying potential areas of collaboration and cooperation with the other person during times of conflict.	1	2	3	4
12	I agree to disagree when necessary, and do so with grace and understanding.	1	2	3	4

Self-Assessment (Continued)

Conflict Intelligence

#	Question	Not at all	Sometimes	A lot of the time	Almost always
13	During times of conflict, I prioritize remaining creative, flexible, and open-minded. I strive to prevent my emotions or opinions from dominating the conversation or damaging the relationship.	1	2	3	4
14	I am able to set my ego aside when in conflict and do not take things personally.	1	2	3	4
15	I learn from my mistakes and continually apply the learning.	1	2	3	4
16	Instead of relying solely on my perceptions of others, I make an effort to examine the assumptions and motives that I attribute to them.	1	2	3	4
17	My values and needs are consistently aligned with my words and actions.	1	2	3	4
18	I demonstrate resilience in the face of conflict by practicing forgiveness and letting go of grudges.	1	2	3	4

Self-Assessment (Continued)

Conflict Intelligence

#	Question	Not at all	Sometimes	A lot of the time	Almost always
19	I am comfortable with my own emotions and those of others. I do not let emotions interfere with my efforts to effectively engage in conflict.	1	2	3	4
20	Rather than avoiding conflict, I actively seek opportunities to engage in it unless there is a compelling reason to avoid doing so.	1	2	3	4

Total each column:

Total of the columns, added together:

Scoring Table

- Highly Conflict Competent (70-80)
- Moderately Conflict Competent (55-69)
- Some Conflict Competence Needed (35-54)
- Significant Conflict Competence Needed (20-34)