

Skill Name: Conflict Management

Skill Description: Steps up to obstacles as opportunities for improvement; ability to resolve conflicts in a productive way.

Skill Notes: Specific experience resolving conflicts with and between others; finds common ground.

1. What are some of your strengths in dealing with people? Tell me about the last time you used one of those strengths to resolve a conflict.
2. Tell me about the last time that a customer/client lost his/her temper. How did you deal with him/her?
3. Tell me about the last time that a supervisor lost his/her temper. How did you deal with him/her?
4. Tell me about the last time that a co-worker lost his/her temper. How did you deal with him/her?
5. Describe a situation where you had two employees who did not work well together. What did you do to resolve the situation?
6. Tell me about a conflict/disagreement you had with an employee. How did you go about resolving it?
7. Describe a recent situation where there was a conflict between you and others (e.g. you and your boss, you and peers you and your staff, etc.) How were you able to establish common ground?
8. Describe a time when you turned an obstacle into an opportunity for improvement. Discuss the measures you took.
9. Describe a time when you were in a position to facilitate cooperation or teamwork in your unit. What happened? What was causing the problem? What was the outcome?
10. Tell me about a time when you needed to understand another's viewpoint before you could get the job done. How did you gain the understanding and what problems did you encounter?
11. Tell me about the most serious disagreement you had with your supervisor about a work assignment. How was it resolved?

12. Describe a situation where your Supervisor (or member of a club fraternity, etc) decided to implement or change something that you do not agree with, how d you deal with this?

13. Describe a recent time when you were in a situation that was causing conflict between you and others. What did you do?