Proverb: Say what you mean and mean what you say.

- You believe that intense expressions of emotion can get in the way of the resolution process.
- You prefer to talk openly but calmly about disagreements.
- You believe that facts can speak for themselves.
- You find that sitting down “face to face” is the best way to resolve conflict.
- You are suspicious of someone who is overly emotional in a conflict.
Proverb: Hear one and understand ten.

You are able to “read between the lines.”
You believe intense emotional outbursts inhibit effective resolutions.
You believe it is most important to maintain harmony in relationships.
You believe the listener is responsible for clearing up misunderstandings or confusion.
You find displays of emotion embarrassing.
You use stories or analogies to get your point across without offending others.
You use 3rd party intermediaries to help resolve conflict.
Proverb: It is good to know the truth, but it is better to speak of palm trees.

- You believe you can tell a lot about a person by observing their body language.
- You often employ stories or metaphors to get your point across.
- You prove your credibility through expressions of emotion.
- It is okay to raise your voice in a conflict.
- You employ third party mediators to help gather information.
- Emotional commitment must be displayed openly, you can’t just say you “care” you must show it through your actions.
Proverb: After a storm, fair weather, after sorrow, joy.

- You believe one’s sincerity is shown through displays of emotion.
- You provide detailed explanations, instruction and information during a conflict.
- You like to “put everything on the table.”
- Your feelings are displayed through nonverbal cues.
- You believe it is okay to raise your voice if it helps get your point across.
- You think it is unhealthy to contain your emotions.
- It isn’t enough to say you care, you must show it.