

## Abstract

This study was designed to examine the validity of a behavioral measure for analyzing the conflict resolution. The association between the behavioral manifestation and personality among Hong Kong Chinese was investigated. It also examined how the behavioral manifestations relate to the quality of the outcome of conflict resolution. A total of 128 undergraduate and MBA students participated in a two-person, face-to-face exercise trying to resolve a dispute. Participants were also asked to complete a set of questionnaires measuring their personality and post-settlement psychological satisfaction. A behavioral checklist was developed to assess the verbal and nonverbal behavior of each participant during the conflict resolution process. Regression analyses were conducted to examine the relations among personality, behavioral measures of conflict resolution, and quality of the outcome settled. Results suggested that some non-verbal behaviors such as illustrator, eye contact and close gesture were associated with the quality of the outcome. In addition, personality variables such as External and Internal Locus of Control, Slickness, Graciousness, Optimism and Leadership were found to be related to the behavioral measures. Applied implications of these findings will be discussed.