

Styles of Conflict Management



What...

- **Interaction with a negative emotional charge**

Why...

- **Our trust, beliefs, authority or passion is challenged**



How....



Collaborating

We both win.

"Two heads are better
than one."

Description:

Assert your views while also inviting other views. Welcome differences, identify all main concerns, generate options, search for solution which meets as many concerns as possible search for mutual agreement

Perspective on Conflict:

Conflict is natural, neutral. So affirm differences, prize each person's uniqueness.

Recognize tensions in relationships and contrasts in viewpoint.

Work through conflicts of closeness.

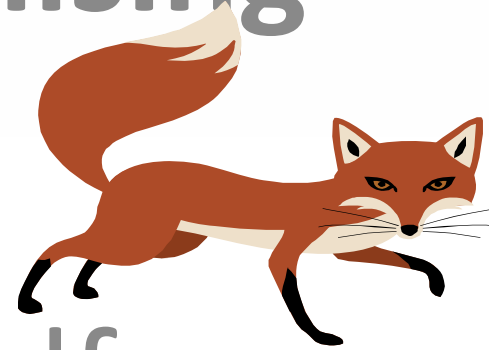
Collaborating IS good when:

- you have the time and want to work something out that satisfies all sides.
- you care about the other person(s) and also feel strongly about the issue.
- you want to get thoughts and feelings out on the table and deal with them, so they don't cause problems later.

Collaborating is NOT good when:

- you don't care that much about the issue.
- you need to do something quickly. ("Fire! Everybody out!")

Compromising



We meet half-way.

"Let's split the difference."

Description:

Urge moderation; bargain; split the difference; find a little something for everyone; meet them halfway.

Perspective on Conflict:

Conflict is mutual difference best resolved by cooperation and compromise. If each comes halfway, progress can be made by the democratic process.

Compromising IS good when:

- you need a quick solution and can both give up something.
- you both want exactly the same thing and it can be divided up or shared.
- you are willing to let chance decide it (flip a coin).
- you have tried to satisfy each one completely and it isn't possible (or would take too long).

Compromising is NOT good when:

- you might work a little longer and find a solution that pleases each one better

Accommodating



I give in.

"I don't care that much;
have it your way."

Description:

Accept the other's view; let the other's view prevail; give in; support; acknowledge error; decide it's no big deal or it doesn't matter

Perspective on Conflict:

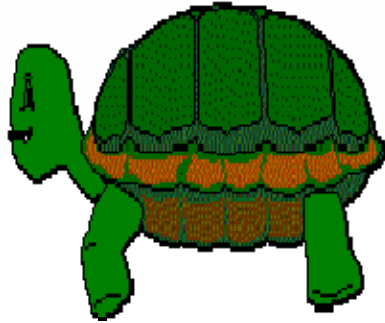
Conflict is usually disastrous, so yield. Sacrifice your own interests, ignore the issues, put relationships first, keep peace at any price.

Accommodating IS good when:

- you are, or were, wrong about something.
- you care more about the other person than you do about the issue

Accommodating is NOT good when:

- it happens a lot and you wish you could speak up more often.



Avoiding

I leave.

"I'd rather not deal
with it now."



Description:

Delay or avoid response;
withdraw; be inaccessible; divert
attention

Perspective on Conflict:

Conflict is hopeless; avoid it.
Overlook differences,
accept disagreement or get out

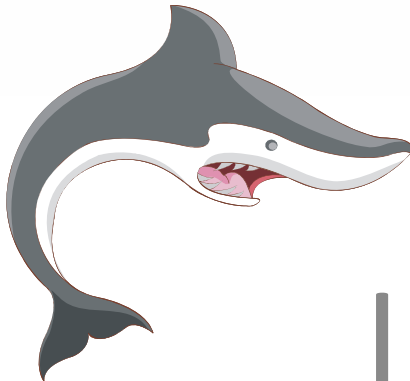
Avoiding IS good when:

- you don't care that much about the issue.
- you (or someone else) are very angry and need time to cool off before discussing the issue.
- you are in a dangerous situation and don't need to be there

Avoiding is NOT good when:

- you rarely want to deal with the conflicts in your life.
- you care about an issue but are afraid to speak up.
- you keep being bothered by a disagreement with someone you care about

Forcing/Competing



I take charge.

"Might makes right."

Description:

Control the outcome; discourage disagreement; insist on my view prevailing.

Perspective on Conflict:

Conflict is obvious; some people are right and some people are wrong. The central issue is who is right. Pressure and coercion are necessary

Forcing IS good when:

- you need to do something quickly.
- your conscience tells you to do or not do something that displeases others.
- you know you are right and it is important to you that the others recognize that.

Forcing is NOT good when:

- you use it often with people you care about or will need to spend time with in the future.
- you want people to feel they can discuss and disagree with you openly



What Next....

How....

- **Good relationships remain the priority**
- **Keep people and problems separate**
 - **Pay attentions to the interest presented**
 - **Listen first talk second**
 - **Set out the “facts”**
 - **Explore the options**

How....

- **Set the scene**
- **Gather information**
- **Agree the problem**
- **Brainstorm solutions**
- **Negotiate a solution**