NAVIGATING CONFLICT

Communication

CONFLICT STYLES

1 ACCOMODATING

Useful when:
- ☑ Issue is more important to the other than self
- ☑ To build up social support/ credits for later use

2 AVOIDING

Useful when:
- ☑ An issue is low priority
- ☑ Low probability of satisfying your concerns
- ☑ Confronting = reaction

3 COMPROMISING

Useful when:
- ☑ Outcome is not worth the effort
- ☑ Temporary settlement of complex issues

4 COLLABORATING

Useful when:
- ☑ Both sets of concerns are important
- ☑ Objective to learn
- ☑ Different perspectives lead to more productive outcome

5 COMPETING

Useful when:
- ☑ Important issues with unpopular actions need implementing -- cost cutting
- ☑ You are the expert

HIGH

CONCERN FOR OTHERS (COOPERATION)

1 ACCOMODATING

4 COLLABORATING

3 COMPROMISING

2 AVOIDING

5 COMPETING

LOW

CONCERN FOR SELF (ASSERTIVENESS)

HIGH

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