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## Styles of Conflict Management

**Collaborating—all sides win:** All parties realize that people see things differently, and they examine all of the options and viewpoints and work toward finding a solution that will meet as many needs and concerns as possible.

Pros:

- maintains positive relationships among all parties
- gets feelings out into the open and dealt with
- accommodates strong feelings about issues

Cons:

- takes time

Example of collaborating to resolve a conflict: \_\_\_\_\_

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**Compromising—meeting halfway:** Parties “split the difference” or each give up a little bit so that everyone gets some of what they want, but no one gets everything they want.

Pros:

- a quick and easy solution
- fair

Cons:

- no one is completely satisfied
- doesn't accommodate strong feelings about issues very well

Example of compromising to resolve a conflict: \_\_\_\_\_

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**Accommodating—giving in:** One party decides the issue is not worth the conflict and accepts the other party's position or one party admits an error.

Pros:

- keeps the peace and maintains positive relationships, at least in the short term

Cons:

- unexpressed feelings and resentments may build up and affect relationships in the long term

Example of accommodating to resolve a conflict: \_\_\_\_\_

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## Styles of Conflict Management (2)

**Avoiding—withdrawing:** One party avoids or leaves the conflict or diverts attention from it.

Pros:

- keeps the peace
- no one gets hurt

Cons:

- nothing is resolved
- feelings are repressed and could have repercussions

Example of avoiding a conflict: \_\_\_\_\_

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\_\_\_\_\_

**Forcing—coercion:** One party insists that one solution/position is right and must prevail.

Pros:

- resolves the issue quickly
- reinforces the “rightness” of a position

Cons:

- may foster ill will among parties
- all feelings are not brought out into the open

Example of using force to resolve a conflict: \_\_\_\_\_

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**Getting help:** One or more parties realize they do not have the tools, knowledge, and/or power to resolve the conflict so they seek out someone who does.

Pros:

- ensures a thoughtful resolution

Cons:

- delays the resolution

Example of getting help to resolve a conflict: \_\_\_\_\_

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