



PERSONAL CONFLICT STYLES

COMPETING

Appropriate when:

- A crisis needs a decision & there is one right solution beyond a doubt.
- The stakes are very high.
- You have to stand up for your rights or values.

COLLABORATIVE

Appropriate when:

- Commitment is necessary from both sides.
- Expertise is needed & time is not critical.

COMPROMISING

Appropriate when:

- Little chance of reaching mutually satisfactory solution.
- Resources are limited.

AVOIDING

Appropriate when:

- Issue is not worth fighting about.
- Issue is too sensitive and needs time to settle before attempting resolution.

ACCOMMODATING

Appropriate when:

- Issue is not important to either side.
- It's a no-win situation that doesn't warrant a lot of energy.

We all use each of the five conflict styles, but we will often favor one over the others. Understanding which style we favor can increase our awareness of our own behaviors and gives us the opportunity to make use of all the conflict styles appropriate to the situation and the parties involved.