

This Week is About...

learning the five Personal Conflict Styles, which one you typically prefer, and how to use the other styles in situations for which they may be better suited.

Why it Matters

Conflict is a natural part of any relationship, and can be a great catalyst for growth and improvement.

Increasing our awareness of the Conflict Style we default to can help us use other conflict management techniques in different situations to help us achieve better outcomes.

During Your Team Meeting

Have copies of the worksheet & job aid printed for the meeting 👉

STEP 1. Start the discussion

? What do we typically argue about on our team?

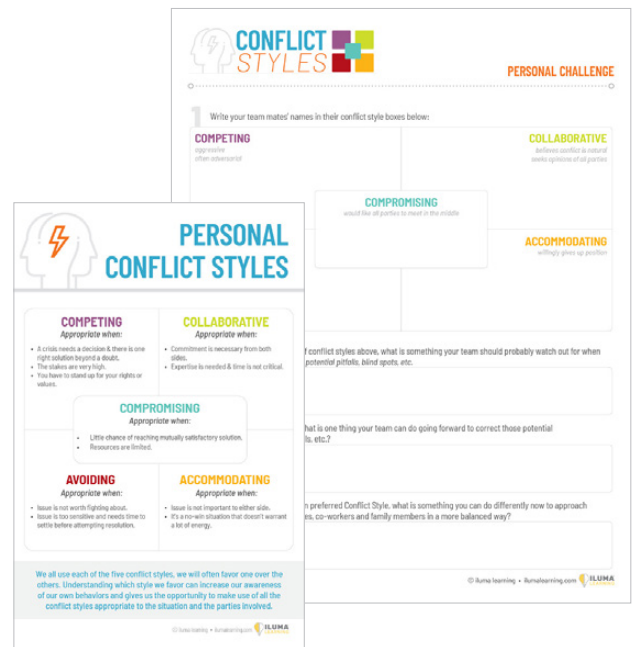
STEP 2. Then ask a few questions that go deeper...

- ? What is your Conflict Style?
- ? Did you recognize the Conflict Style of any of your friends, family members, or any of us?

Discuss for about 5 minutes (longer is great if it's a good discussion and you have time).

STEP 3. Have your team complete the worksheet:

1. Have everyone share their conflict styles and follow the instructions on the worksheet. Write each person's Conflict Style next to their name on your Org Chart.
2. Review the completed worksheet together and discuss what you see. Are there a lot of people in one style, are you evenly distributed?
3. Answer 2 & 3 as a group
4. Have them answer question 4 at the bottom of the worksheet on their own, then encourage them to share their answers.
5. Use the Session Wrap-up Prompts to guide a closing discussion.



PERSONAL CHALLENGE

Write your team mates' names in their conflict style boxes below:

COMPETING Appropriate when: • Opponent often wins	COLLABORATIVE Appropriate when: • Involves conflict & mutual interests of all parties
COMPROMISING Appropriate when: • Would like all parties to meet in the middle	ACCOMMODATING Appropriate when: • Willing to give up position

For conflict styles above, what is something your team should probably watch out for when potential priorities, blind spots, etc.?

What is one thing your team can do going forward to correct those potential issues, etc.?

For preferred Conflict Style, what is something you can do differently now to approach issues, co-workers and family members in a more balanced way?

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, 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.

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Session Wrap-up Prompts

- Now that we know one another's Conflict Styles, how can we use that information to help us more easily resolve issues together?
- Any questions or anything else you see that you'd like to share?