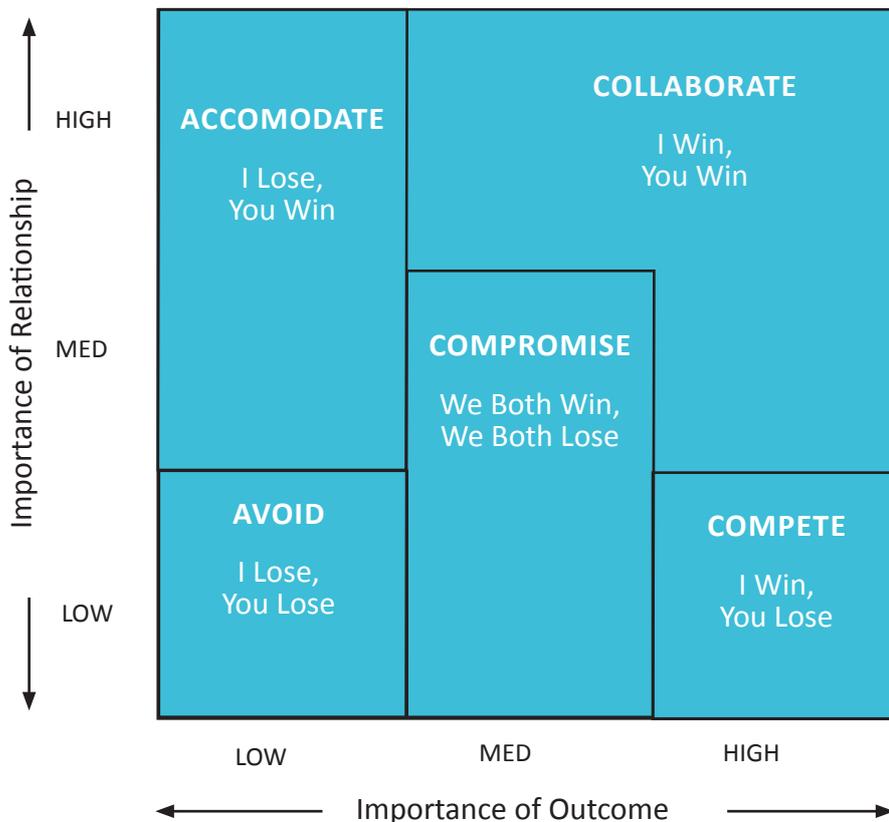


YOUR GUIDE TO SUCCESSFULLY DEALING WITH CONFLICT

How do you deal with conflict? Do you go in with a plan or do you make it up as you go? Do you have a structured approach for thinking about conflict resolution. This guide provides an effective tool for better understanding your conflict behaviour and how best to approach different types of conflict.

5 CONFLICT RESOLUTION STRATEGIES



Accommodate: When you accommodate you put aside your needs and desires and acquiesce to the other person's requests or demands. This style is appropriate when you place a high value on your relationship with the other party. It is also appropriate when the outcome of the conflict is of low importance to you, but of high importance to the other party.

Avoid: When you avoid conflict, you side-step or withdraw from the conflict situation. This can prevent conflicts from being solved. Sometimes conflicts resolve themselves when left alone. For instance, people who are angry may try to initiate arguments with you over silly things that they won't care about later. It's wise to avoid conflicts when the other party is dangerous, either because he/she may escalate to destructive conflict, or because the person is too powerful to negotiate with on a level playing field.

Compromise: In this approach you resolve the conflict quickly and efficiently by seeking a fair and equitable split between your positions. Each side concedes some of their issues in order to win others. Both parties must be flexible and willing to settle for a satisfactory resolution of their major issues. This style is most appropriate when the outcome is of low to medium importance and relationship is of high to medium importance.

Compete: This style is appropriate when only one party can achieve their desired outcome. It's best used when the outcome is extremely important and the relationship is of relatively low importance.

Collaboration: When you collaborate, you cooperate with the other party to resolve a common problem to a mutually satisfying outcome. You join with the other party to compete against the situation instead of each other. Each side must feel that the outcomes gained through collaboration are more favourable than the outcome they could achieve on their own. It should be used when both the outcome and the relationship are of high importance to both parties.

“When do I collaborate, when do I compete and when do I avoid it altogether?”

SITUATION ASSESSMENT

3 minute guide for determining the best conflict resolution strategy for any situation

Select the statement from the pair that most accurately describes the dynamics of the conflict. Tally up all of your answers and plot your conflict on the chart. This will help you quickly determine the most appropriate approach for the conflict.

Situation Assessment Statements

- P** I don't really care what the other party thinks of me after the conflict is over.
R It's important that I have a good relationship with the other party once the conflict is over.

- M** It won't be the end of the world if I don't resolve this conflict.
O I have vital interests at stake in resolving this conflict.

- P** I don't have a significant personal or business relationship with the other party.
R My relationship with the other party is important for business or personal reasons.

- M** The time and trouble needed to resolve this conflict may not be worth it in this case.
O I expect the resolution of this conflict to be worth my while if it goes reasonably well.

- P** In my relationship with the other party, there is very little sharing of feelings and information.
R My relationship with the other party is based on shared feelings and information.

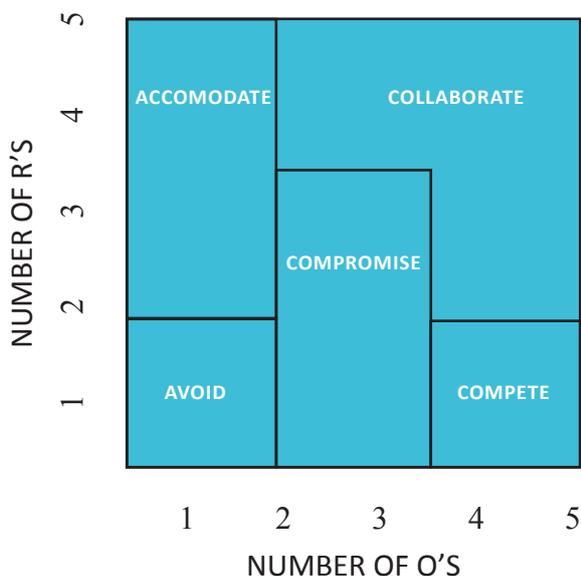
- M** I don't expect resolving this conflict to affect future dealings with the other party.
O I won't be surprised if resolving this conflict sets the pattern for many future conflicts.

- P** My communication with the other party has been quite limited.
R My communication with the other party has been extensive.

- M** I will not feel any worse about myself if I end up thinking I lost the conflict.
O I won't feel really good unless I do well in this conflict.

- P** I am not dependent on the other party.
R We have common interests because of the ways in which we are thrown together.

- M** The issues at stake here are clear and straightforward.
O I suspect there are important hidden factors at stake in this conflict.



Score & Plot Your Conflict:

of R's circled? _____

of O's circled? _____

DISCLAIMER: While this provides a useful framework, remember to combine with your personal judgement and intuition when deciding how best to approach a conflict situation.

