

# Conflict Management

Conflict = Serious Disagreement

You can be observing conflict  
You can be directly involved in conflict  
You can experience conflict within yourself



Conflict helps highlighting an issue and find a way forward  
There are 5 different styles to approach to conflict

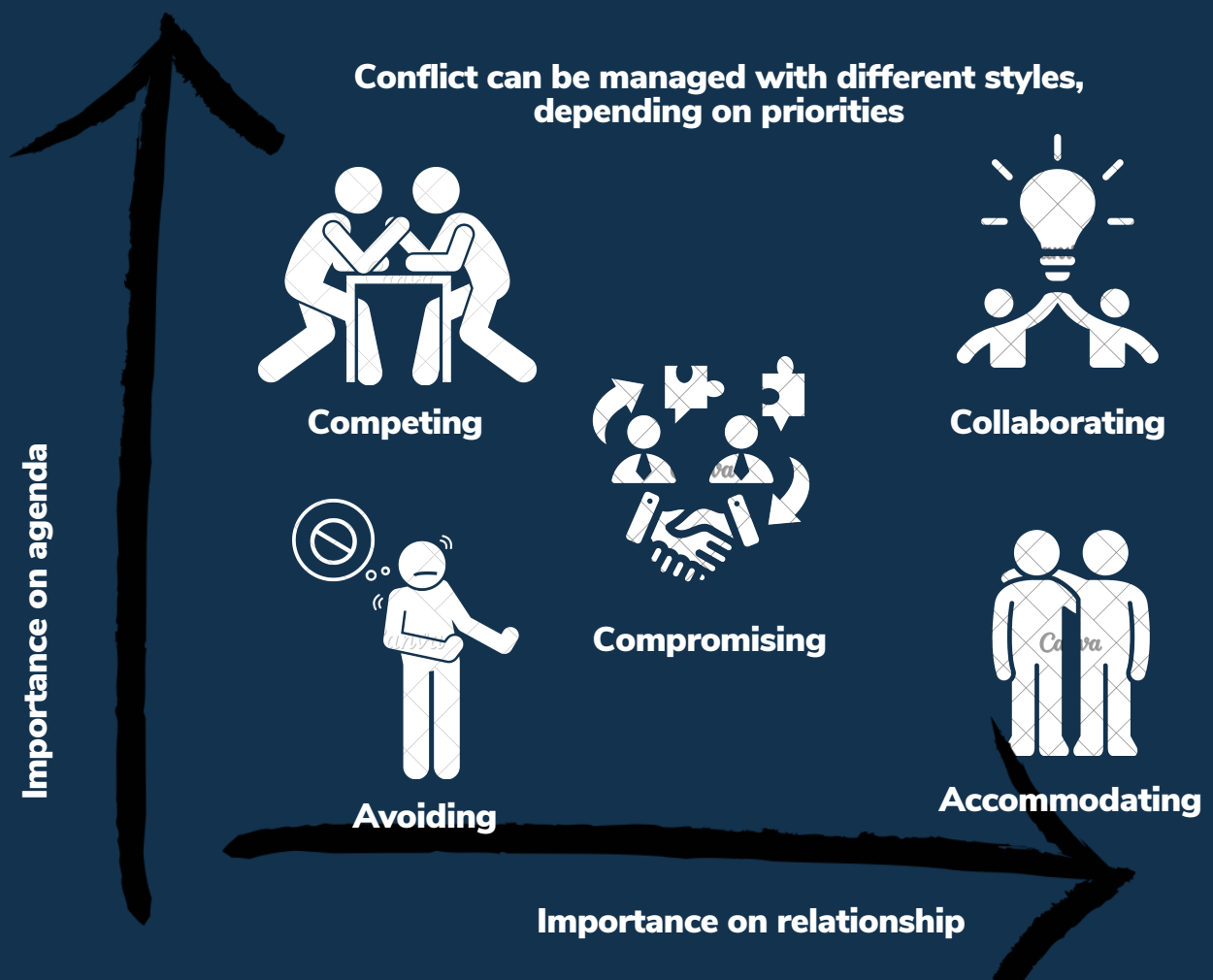
**The Competitor** - Aggressive and uncooperative, the competitor doesn't have time for nonsense and negotiation. It's their way or the highway.

**The Escapist** - Not wanting to take a side or upset others, the escapist withdraws from or ignore a situation of conflict.

**The trader** - Not being very keen on conflict, the trader tries to find a middle of the road position in which both parties give and take.

**The Peacemaker** - Absolutely dreading conflict, the peacemaker prefers giving in and maintaining harmony.

**The problem-solver** - Often leading to new ideas, the problem-solver tries to observe and understand, both parties for the purpose of resolving the conflict.



**Avoiding - The goal is to delay**

**Utilised to buy time, as well as to diffuse tensions.  
It may have a negative impact on the self-esteem of users when used extensively.  
It can lead to frustration over long periods.**

**Accommodating - The goal is to yield**

**Improve relationships such as when the relationship is more important than the issue at hand.  
It can be perceived as unfair treatment, leading to resentment and anger.**

**Competing - The goal is to win**

**Effective at addressing crisis and emergencies.  
It may be appropriate in situations such as when an immediate decision must be made, and no consensus can be met.  
Possibly leading to higher levels of conflict.**

**Collaborating - The goal is to find a win-win solution**

**It builds trust between parties.  
Known as problem solving, it shows concern for the relationship as well as the agenda, although it's not always possible.  
It's usually time and energy consuming.**

**Compromising - The goal is to find a middle ground**

**Reduce conflict and find common shared ground between parties in disagreement, to find an efficient and mutually acceptable solution with cooperation.  
Resolve issues efficiently and effectively accomplish goals at hand.  
It can compromise the quality or value, by not fully satisfying either party.**

**The effective management of conflict requires the ability to apply the approach best suited for the situation**

**When using a collaborative or compromising approach, conflict resolution and active listening skills will be required \***

**When using a competing approach, a 4 gears communication style is recommended \***

**When using a compromising approach, it may occur that there is no way to please both parties, and that a difficult conversation is needed \***

**\*Resources downloadable for free at WITHI.co.uk**

