



KNOW YOUR CONFLICT STYLE

CONFLICT STYLE	CHARACTERISTICS
AVOIDANCE	<ul style="list-style-type: none">• seek to delay or evade the conflict entirely• delegate controversial decisions• delay difficult conversations until they can no longer be avoided• seek to avoid hurting anyone's feelings
COMPETING	<ul style="list-style-type: none">• take a firm stand• know what they want• persuasive• powerful position – rank, expertise or persuasive ability
ACCOMODATING	<ul style="list-style-type: none">• willing to meet the needs of others at my own expense• knows when to give in• can be persuaded to surrender a position• not assertive• highly cooperative
COMPROMISING	<ul style="list-style-type: none">• tries to find a solution to partially satisfy everyone• expects everyone to give up something• willing to relinquish something
COLLABORATING	<ul style="list-style-type: none">• meet the needs of all involved, including self• can be highly assertive• cooperate effectively• acknowledge the importance of everyone