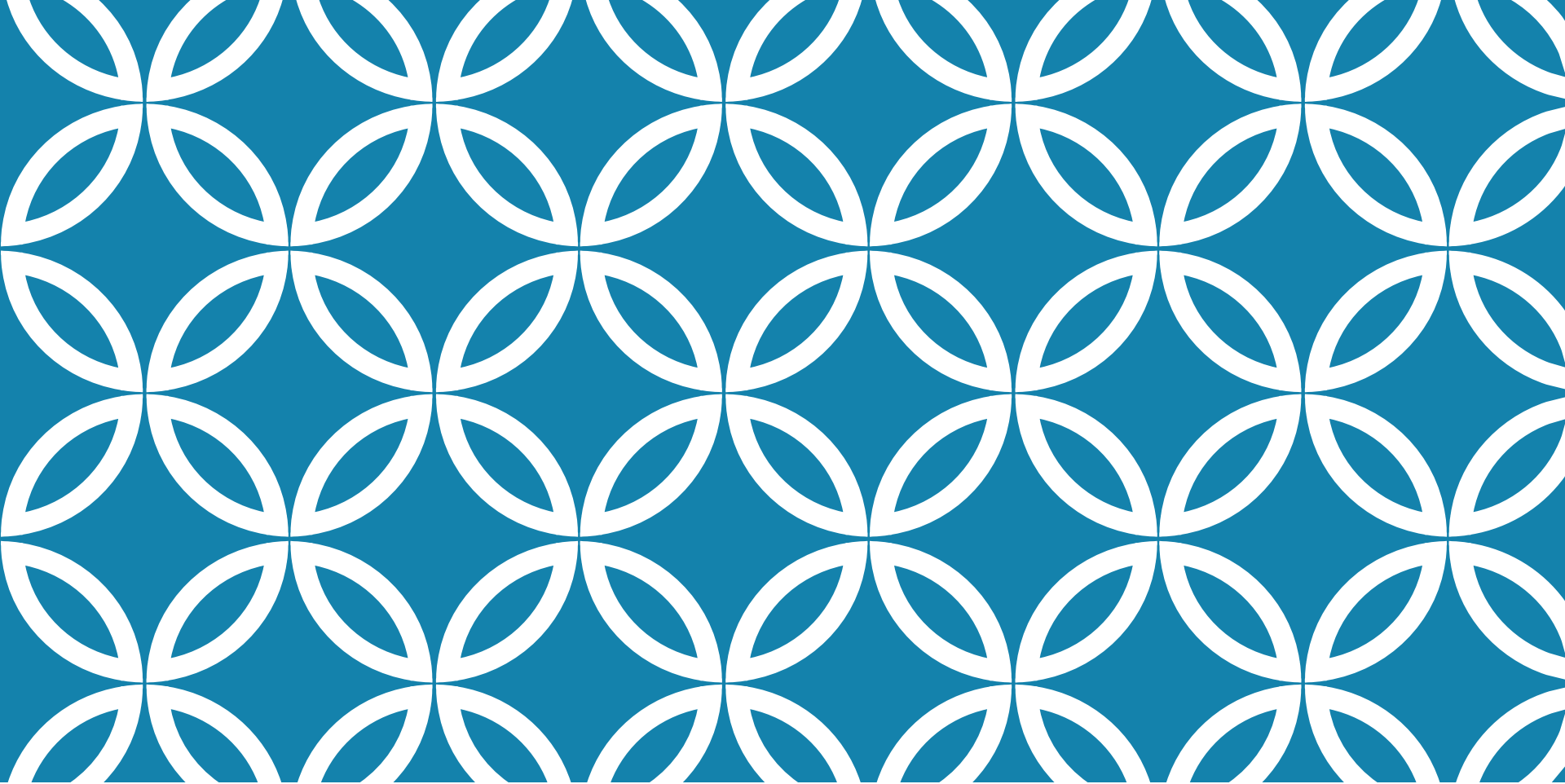


THE CONFLICT QUANDARY

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WHAT IS YOUR PRIMARY CONFLICT-HANDLING INTENTION

Indicator/Activity

Worksheet 2C-2

YOUR STYLE SCORES

Item Number	Your Score								
1	4	2	2	3	3	4	3	5	1
6	5	7	3	8	4	9	1	10	2
11	4	12	1	13	3	14	2	15	2
16	5	17	2	18	3	19	2	20	3
21	3	22	2	23	4	24	1	25	1
Totals:	21		10		17		9		9
	Compete		Collab- orate		Compro- mise		Accom- modate		Avoid

Your column totals

Higher style scores indicate a stronger tendency to use the style under the pressure of conflict.

CONFLICT MANAGEMENT STYLES

Compete: Seek ways to obtain a good result

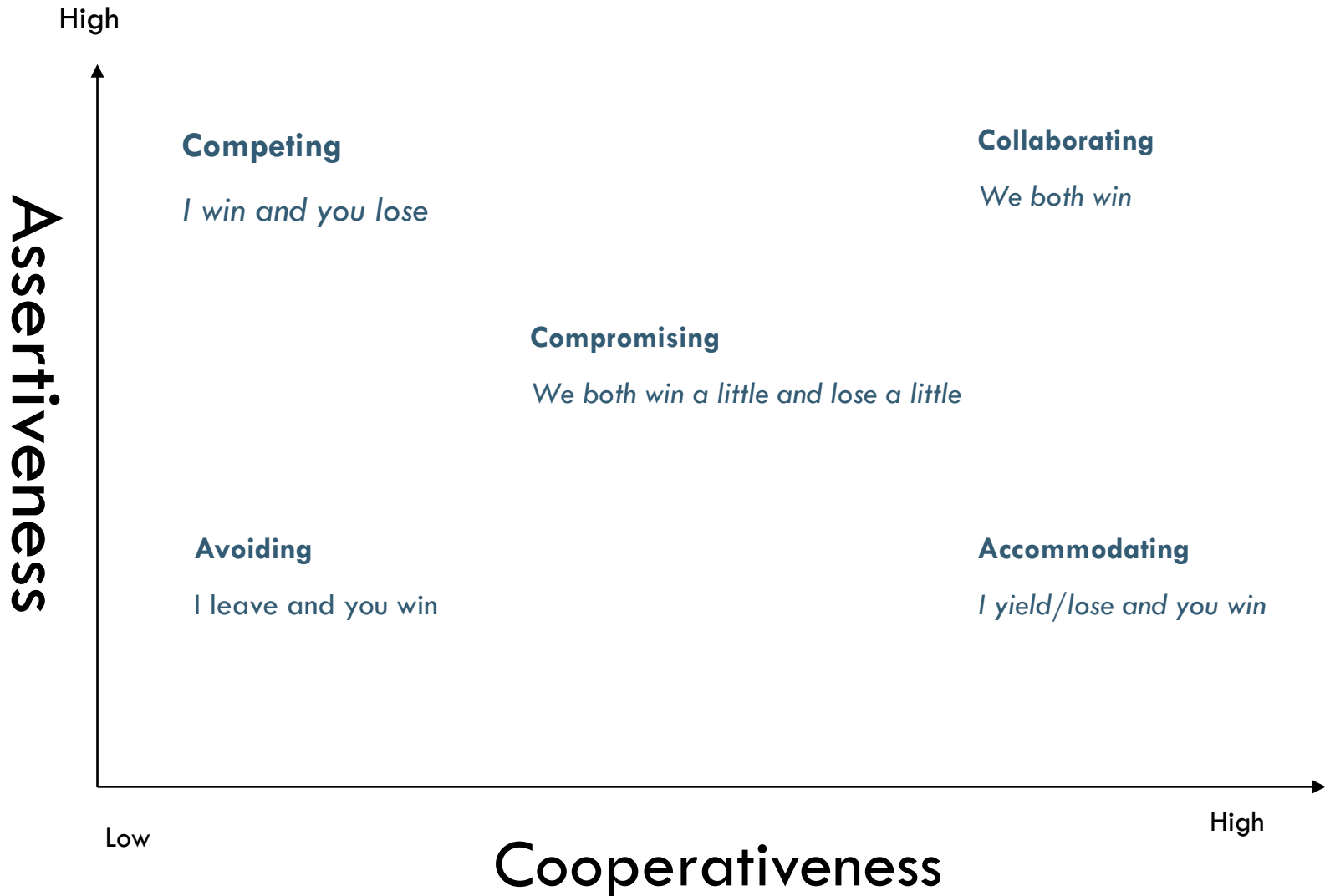
Collaborate: Seek ways to make both parties happy with the result

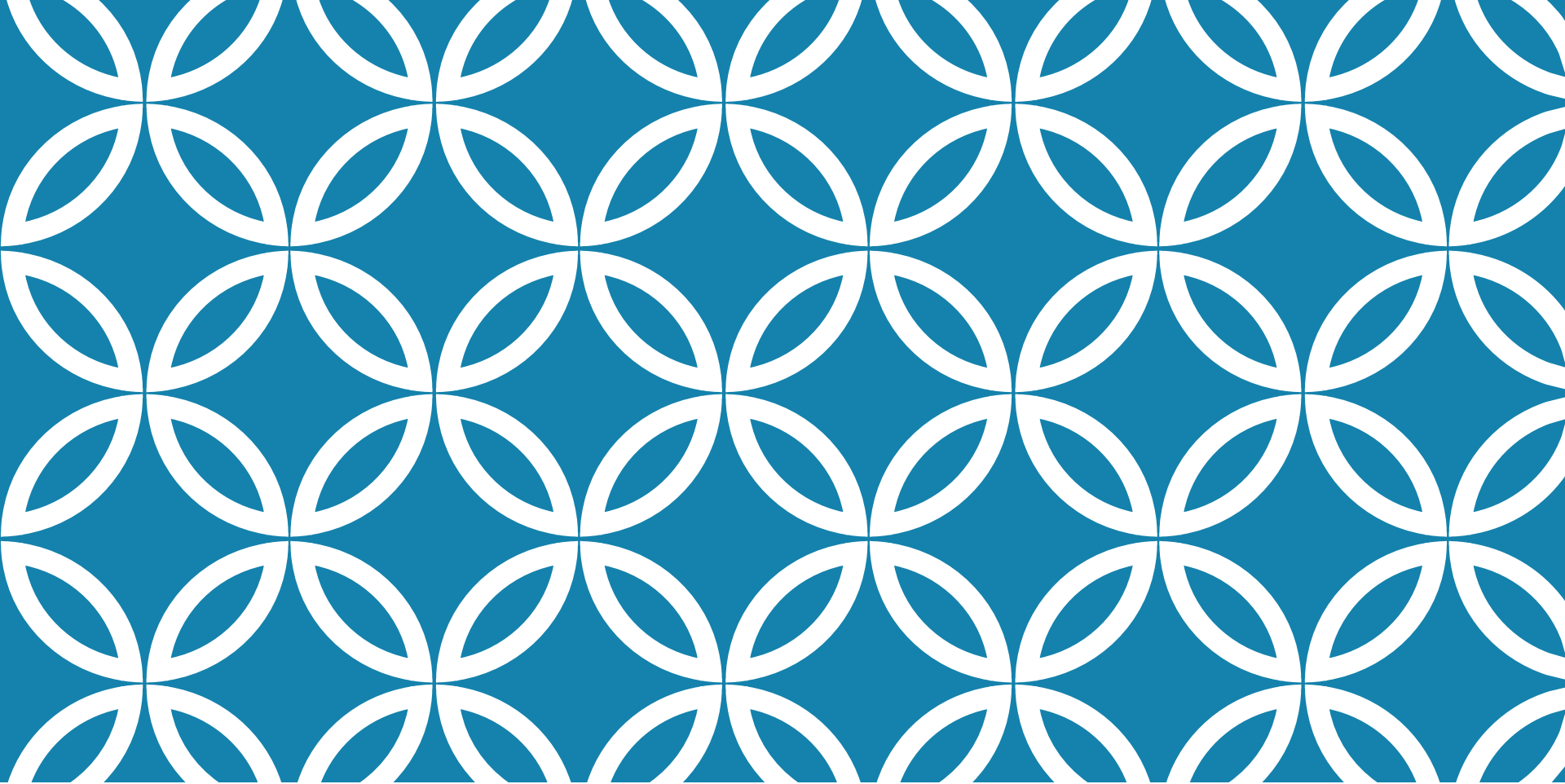
Compromise: Split the difference

Accommodate: Give them what they want

Avoid: Get away from the conflict

CONFLICT MANAGEMENT STYLES GRID

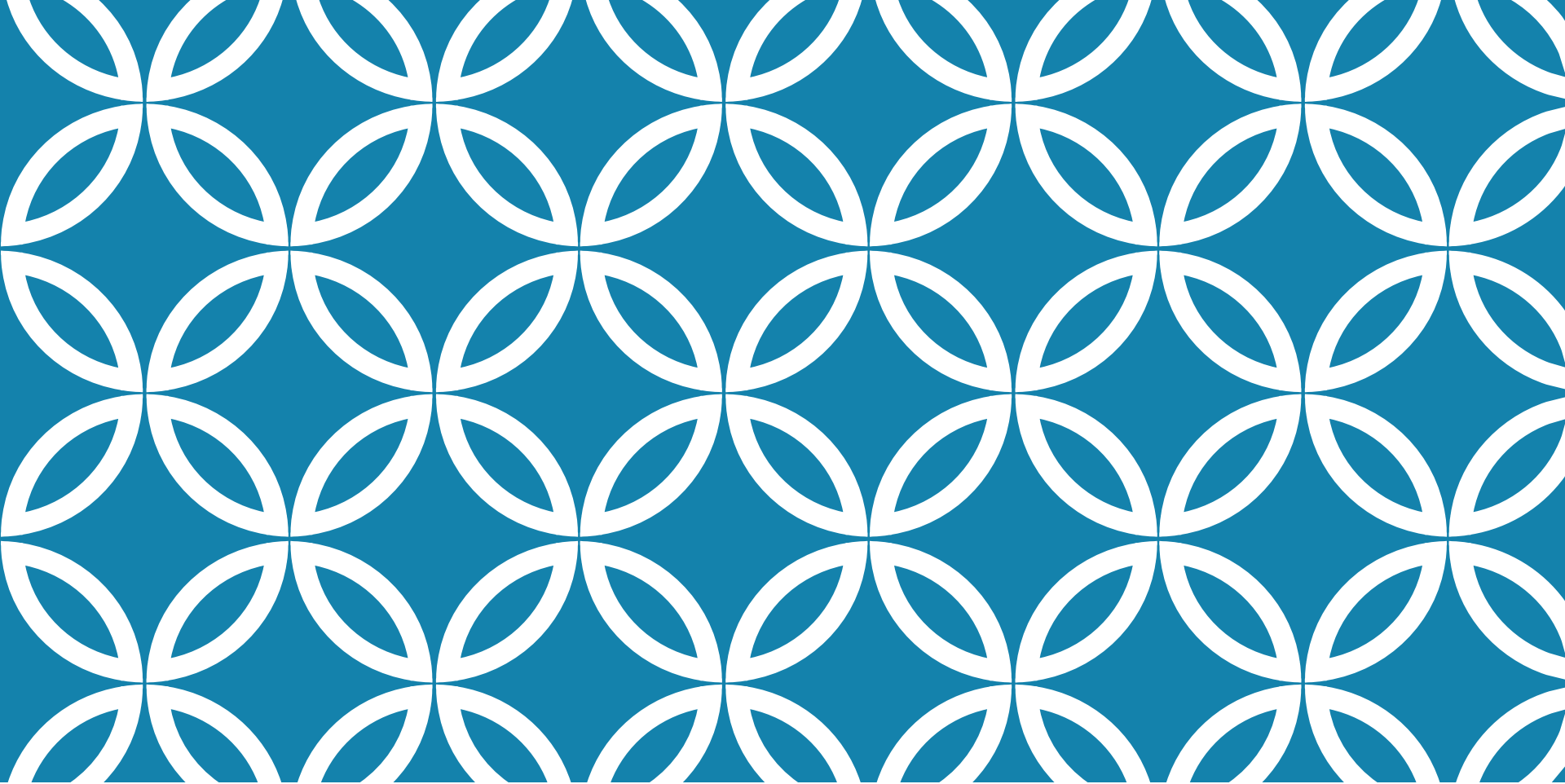




CONFLICT STYLE DIFFERENCES

How does your style differ from others?

What happens when your style “mixes” with someone else’s?



FLEXING YOUR CONFLICT STYLE

Making conscious
choices in conflict

ARE YOU CONCERNED ABOUT THEM?

If YES:

Accommodate,
Collaborate, or
Compromise

If NO:

Compete, or
Avoid

How important is the relationship?

ARE YOU CONCERNED ABOUT YOU?

If YES:

Compete

Collaborate, or

Compromise

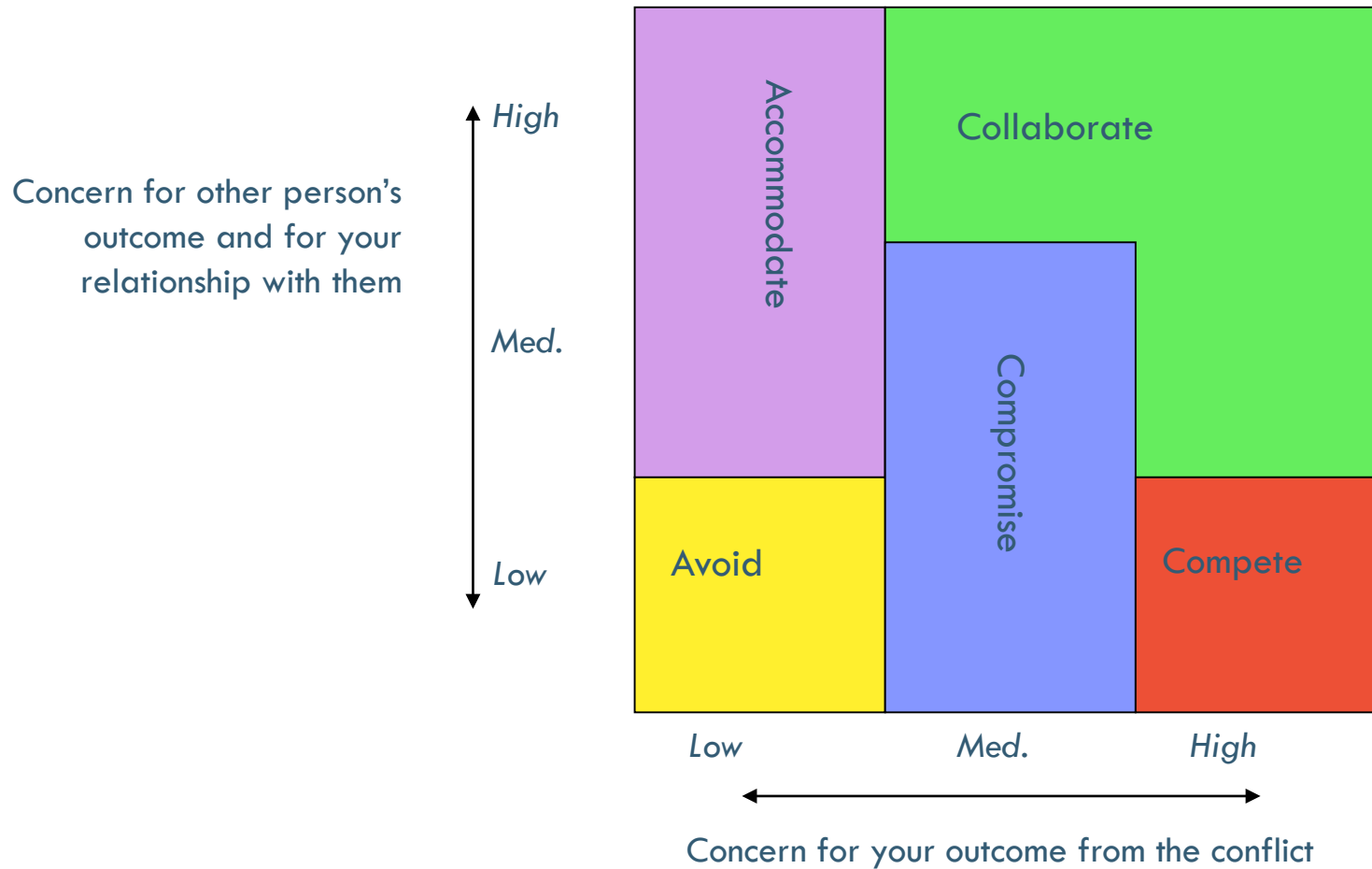
If NO:

Accommodate, or

Avoid

How important is the “issue/object” you are arguing over?

GRAPHING THE OPTIONS



LEARNING FROM CONFLICT

Pick a recent conflict and determine your role and the role of the party with whom you had the conflict.

Which conflict style did each of you use?

Would you have used a different style? Which one would you have used and why?

DE-ESCALATING CONFLICT

Take a deep breath

Speak softly and slowly

Keep your legs and arms uncrossed

Keep reminding yourself and others that “we can find a resolution to this”

Use “I” messages

Paraphrase/Ask for Clarification

DE-ESCALATING CONFLICT

Watch Your Own Language

Use Words that De-Escalate Conflict

Really Listen

Affirm and Acknowledge

Ask Open Ended Questions

Keep Looking for Alternative Ideas