

## **Style Options for Resolving Conflict**

### **Confronting**

**(Competing)** Confronters try to force the other person to accept their solution to a conflict. Their goals are important to them, and relationships are of minor importance. They want to win.

**Negotiating** Negotiators are moderately concerned with their own goals and their relationships with others. They give up part of their goals and persuade the other person to give up part of his or her goals. They seek the middle ground between extreme positions.

### **Avoiding**

**(Withdrawing)** Avoiders shy away from conflicts. They give up their personal goals and relationships. They stay away from issues and people where conflict exists. They believe it is easier to withdraw from a conflict than to face it.

**Collaborating** Collaborators seek win/win outcomes. They value their own goals and relationships. Collaborators see conflicts as a means of improving relationships by reducing tension between two persons. By seeking solutions that satisfy both parties, the collaborator enhances relationships. At the conclusion of this approach, tensions are resolved.

**Accommodating** Accommodators see the relationship as being of greater importance than their own goals. These people may want to be accepted and liked by others. They think that conflicts cannot be discussed without damaging the relationship, and they avoid conflict in favor of harmony.

## **Questions: Style Options for Resolving Conflict**

1. Which styles do you use most frequently? Feel the most comfortable with?
2. Why do think that you gravitate to these styles?
3. Describe a situation in which the confronting style would be appropriate.
4. Describe a situation in which the negotiating style would be appropriate.
5. Describe a situation in which the compromising style would be appropriate.
6. Describe a situation in which the avoiding style would be appropriate.
7. Describe a situation in which the collaborating style would be appropriate.

