

## **DESCRIPTION OF CONFLICT MANAGEMENT STYLES**

### **AVOID - to put off**

- Responsible postponing: acknowledge emotional content and set time to discuss
- Agree to deal with piece and ignore rest temporarily
- Decide not to address the issue

### **ACCOMMODATE - go along with other**

- Let other know you made a conscious decision to concede

### **FORCE/PERSUADE - use of authority or pressure**

- Increase power: authority, knowledge, support group size
- Be clear about what you want
- Be able and willing to act on sanctions

### **NEGOTIATE - assume that all needs can't be met. So negotiate for an acceptable agreement that will ease tension and change some behavior**

- Jointly acknowledge and define problem
- Agree on process and ground rules
- Identify shared feelings and interests
- Start with easiest issues
- Separate discussion of options into three distinct stages:  
a) Brainstorm    b) Evaluation,    c) Choosing
- Insist that result be based on objective criteria (e.g. fairness)

### **CONCILIATION - joint problem solving for mutual gain**

- Same as negotiating except emphasis is on "right relationship" as much as on "right result"
  - Focus on feelings and needs
  - Work for a "breakthrough", i.e. new respect, understanding, love for the other
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