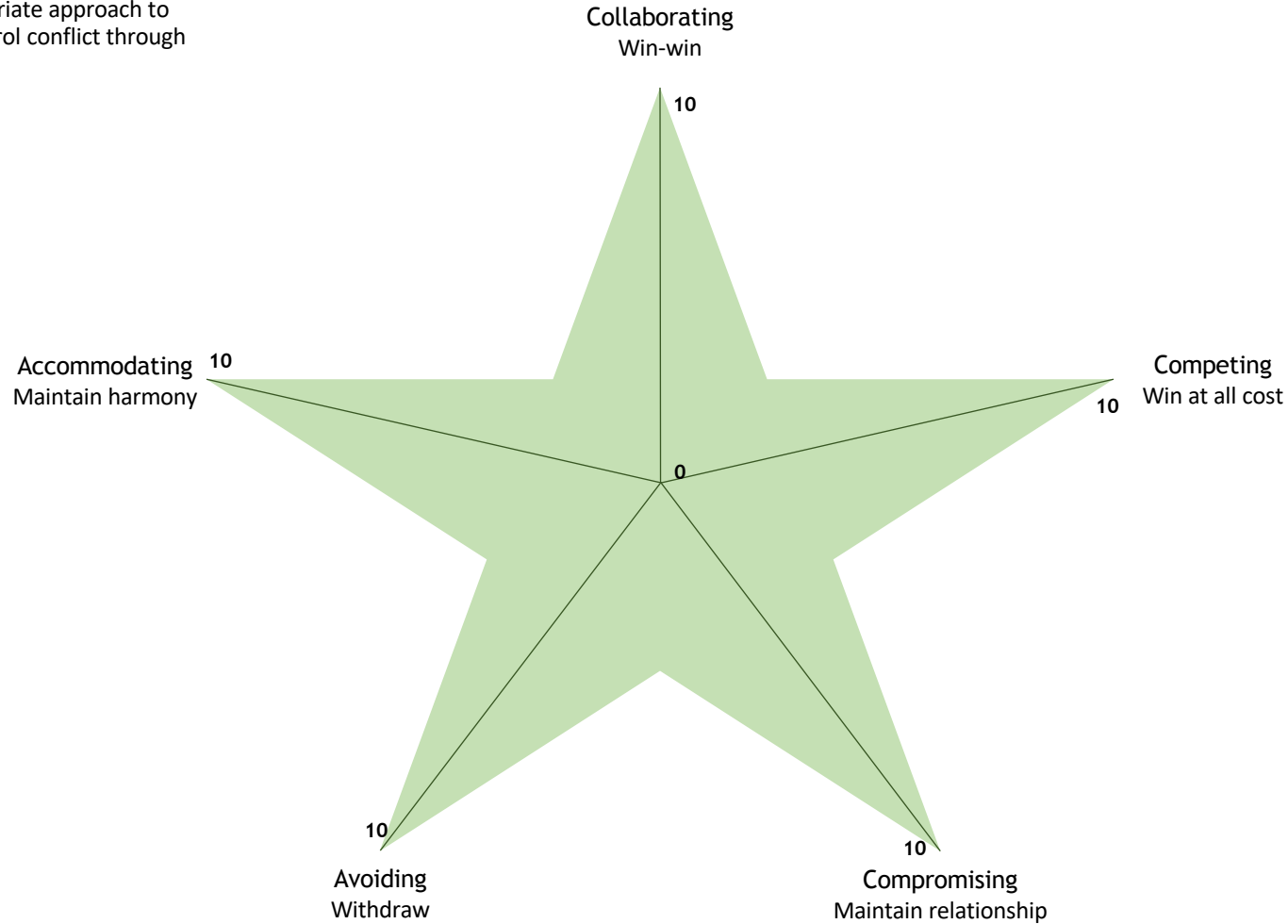


If conflict can be viewed as an incompatibility of concerns/values then it becomes possible to rationally chose the appropriate approach to any situation. We can control conflict through our choice of approach. *

What are your default modes?
How will you recognize which mode is most suitable?



Conflict mode	Pros	Cons
Collaborating Find a win – win	- More robust solutions - Focuses on both people's needs - Builds a stronger relationship	- Requires both to want a better solution and to see the other's point of view - Takes time
Compromising Maintain relationship	- Relationship is undamaged - Both are willing to sacrifice - Less effort than collaboration	- Both may walk away feeling unhappy - Less focus on building a better solution
Competing Win at all cost	- Direct approach when the solution is not up for debate - Often taken based on individual values	- The other person is forced to agree and won't feel heard or valued - One person's goals are satisfied with no concern for the other's
Accommodating Maintain harmony	Opposite to competing – doing everything you can to satisfy the other person's goals	- Neglect of own goals - Accepting an outcome that goes against personal values
Avoiding Withdraw from situation	- Postponing - Short termism	- Delay in dealing with the issue - Erodes relationship if situation continues to be unresolved - Not assertive or cooperative

Take a step back to get a wider perspective:

- What relationship do you have/want to have with the other person?
- What is your common goal/purpose – what unites you?
- What divides you and how is that impacting on this situation?
- What biases or prejudices do you have towards them/this situation?
- What assumptions are you making?
- How important is being 'right' or 'winning' in this situation?
- How important is the issue in the bigger picture?

Remember:

- Anger is fear brought to the boil
- What is said is the bit of the iceberg you can see, what is felt and unsaid is the bulk of the iceberg that is covert but still experienced in the space between you
- Anger, fear and emotion reduce cortical function as we are in fight/flight mode. Breathe and take a break and start again when you are both calmer