



Resolving Conflicts

What's Your Style?

When conflicts arise, as they inevitably do, most people use one of the following five approaches to restore harmony. Which approach do you feel most comfortable using?

Avoidance

It's not that big of a problem. Why rock the boat?

Accommodation

I'm willing to give up a lot to end this conflict.

Aggression

Every conflict has a winner and a loser.
I intend to be the winner.

Compromise

I'll give a little if you'll give a little.

Problem Solving

If we discuss this openly,
we can find a solution that benefits everyone.

Often we use different methods of conflict resolution for different people. Who are some of the people you might have conflicts with? How do you usually respond when conflicts arise with these people?

What if you tried the problem-solving approach with all of them? If you were confident of your problem solving skills, would you be willing to try it with more people?

	Conflicts occur...			I usually use this approach...
	Often	Sometimes	Rarely	
Coworkers				
Parents				
Spouse				
Children				
Neighbors				
Friends				
Supervisor				
Employees				
Strangers				