

Conflict Style Summary

ACCOMMODATE	
Benefits	Drawbacks
<ul style="list-style-type: none"> • harmony • reduced conflict (at the time) • can go along with the group (seen as team player) • allows progress • keeps others happy – they feel valued • builds goodwill for future • people like you • avoid unpleasant confrontation 	<ul style="list-style-type: none"> • may give up own principles or values • could foster resentment • can be expected by others (seen as pushover) • valuable ideas and perspectives not voiced • people don't know whether to believe you (when you agree) • may be seen as weak • sacrifice own needs • may feel manipulated or unsatisfied
<p>Advice (to those who tend to accommodate):</p> <ul style="list-style-type: none"> • know your values and limits – don't sacrifice base values • ensure you are accommodating out of choice (not fear or habit) • speak up, speak out – your opinion matters • set boundaries • accommodate consciously and strategically 	
<p>Song or motto (that reflects that style):</p> <ul style="list-style-type: none"> • “We Do It All for You” (McDonalds) • “Respect” (Aretha Franklin) • “Everything I Do, I Do For You” (Bryan Adams) • “Yes, Dear” • “Hotel California” • “You want it, you got it!” • “Hakuna Matata” (from The Lion King) • “Your wish is my command.” • “Give a Little Bit” • “I Will Follow You” • “Be Strong” • “You've Got a Friend” 	

AVOID

Benefits	Drawbacks
<ul style="list-style-type: none"> • allows to cool off and assess situation • keeps the peace (in the moment) • may not be your issue or responsibility – don't get drawn into others' problems • problem may go away • may be safer (physically and career-wise) • allows energy to be spent on other things • won't be held accountable • delays stress (no tears in the moment) 	<ul style="list-style-type: none"> • behaviour may become more entrenched • silence condones the status quo • problem may escalate • issues and negativity go underground ("buried but not dead") • give up direct influence over issues • may carry unresolved issues home with you (emotional wear and tear) • may get work dumped on you • often leads to dysfunction and low morale, reduced productivity in team
<p>Advice (to those who tend to avoid):</p> <ul style="list-style-type: none"> • look for the benefits of addressing the issue (rather than on the fear) • be honest with yourself about the cost of avoiding • pick your battles • face your fear • get involved, be heard • don't stick your head in the sand 	
<p>Song or motto (that reflects that style):</p> <ul style="list-style-type: none"> • Don't Get Annoyed, Avoid! • "I see nothing." (Sgt. Schultz, Hogan's Heroes) • Speak no evil, hear no evil. • "Do run, run" • Don't bother me. • If you're not part of the solution, then you're part of the problem. • "Runaway" • "Just Do It!" • Be brave – engage! • "Let It Be" • "A stitch in time save nine." • "Don't Worry, Be Happy" • Run, Forrest, Run! 	

COLLABORATE

Benefits	Drawbacks
<ul style="list-style-type: none"> • both sides satisfied • those involved are committed to the end result (ownership) • synergy (of ideas), realize new possibilities • fosters sense of teamwork • high moral, sense of inclusion • process is transparent (builds trust) • empowering 	<ul style="list-style-type: none"> • takes time and energy • requires the other party to be willing to engage • not always possible (limited resources) • some issues are non-negotiable • boring (for those who revel in drama) • may result in “wheel spinning” • may not be optimal solution (in effort to keep everyone happy)
<p>Advice (to those who tend to collaborate):</p> <ul style="list-style-type: none"> • sometimes you just need to make a decision • weigh the benefits against the cost (time and energy) • stay focused (can be a long process) • always have a Plan B (BATNA) • set a time frame 	
<p>Song or motto (that reflects that style):</p> <ul style="list-style-type: none"> • “We Are the World” • Two heads are better than one. • The more the merrier. • “Come Together” • “We Are Family” • All for one and one for all. • The whole is greater than the sum of the parts. • “So Happy Together” • “We are Lost Together” • “We Can Work It Out” • “We can teach the world to sing.” (Coke commercial song) • “Hi, ho, hi, ho, It’s Off to Work We Go” • Don’t Hate – Collaborate! • “What a Wonderful World” 	

COMPETE

Benefits	Drawbacks
<ul style="list-style-type: none"> • quick, decisive action • quick solution (unless meet another who competes) • people know where you stand • gets things done/results oriented • brings energy and passion – can inspire others • tends to get your own needs met • adrenalin rush • you and your views stand out • can bring out the best in some people • clear direction 	<ul style="list-style-type: none"> • focus on own view/solution, not necessarily the best one • may discourage others from voicing opinions • obtain compliance, not commitment • may alienate others, create hard feelings (especially over time) • may escalate conflict (if other person competes as well) • may miss the opportunity to smell the roses • may be seen as unable to work within a team
<p>Advice (to those who tend to compete):</p> <ul style="list-style-type: none"> • slow down and listen • ask for input • take time to reflect – be patient - slow down and enjoy the journey • remember the common goal • actively listen • show respect throughout • don't get too far ahead of the pack • win the war (relationship), not the battle (content). • seek to reach best outcome, rather than personal win • follow up with your “foe” 	
<p>Song or motto (that reflects that style):</p> <ul style="list-style-type: none"> • “I Did It My Way” (Frank Sinatra) • “These Boots Are Made for Walking” (Nancy Sinatra) • “We Are the Champions” (Queen) • “Eye of the Tiger” (Rocky) • “Winner Takes It All” • The end justifies the means. • “Chariots of Fire” • “Takin’ Care of Business” • I am #1. • Don't wait for your ship to come in. Swim out and meet it! (Barry Sheene) • “Not Ready to Make Nice” (Dixie Chicks) 	

COMPROMISE

Benefits	Drawbacks
<ul style="list-style-type: none">• both sides (partly) happy• each person involved - dialogue• breaks stalemate – gets solution• quicker decision• tends to be fair• shows a willingness to work with other party• feeling of achievement (got a deal done)	<ul style="list-style-type: none">• no one gets all they want• people may focus on what they've given up• may miss out on more creative options• may result in inflated demands (as bargaining chips)• may result in temporary/band-aid solution• success/ideas may be diluted
<p>Advice (to those who tend to compromise):</p> <ul style="list-style-type: none">• know your priorities and what values are not negotiable – maintain your integrity• think outside the box and seek creative options• make sure you can live with the final outcome• focus on the most important aspects of the conflict• explore win/win options before reverting to compromise• are you suggesting this because you think it is the best – or just the easiest?	
<p>Song or motto (that reflects that style):</p> <ul style="list-style-type: none">• Give a little to get a little.• Split the difference.• “You Can’t Always Get What You Want” (Rolling Stones)• “Dead Skunk in the Middle of the Road” (ZZ Top)• “Give a Little Bit”	

APPROACHES TO CONFLICT

