

Conflict Styles

Animal	Conflict Style	Commentary
	Avoiding	<p>A person who uses an <i>Avoiding</i> conflict style has a low focus on his/her own agenda and on relationships. The person just turns away from any conflict in the workplace and chooses to exhibit behaviour that ranges from outright belligerence to appearing to acquiesce to forestall a resolution. The resulting scenario tends to be "I lose/you lose" and leaves everyone feeling unfulfilled. Sub-types include <i>protecting</i> (i.e., self-preservation so the person goes out of their way to not confront the conflict), <i>withdrawing</i> (i.e., getting out of the way so that they do not have to address the conflict), and <i>smoothing</i> (i.e., showing similarities between this situation and others but not dealing with the present conflict).</p>
	Accommodating	<p>A person who favours an <i>Accommodating</i> style wants to satisfy all parties involved directly in the conflict as much as possible and has a low focus on his/her own agenda and on a high focus on maintaining a good relationship. In other words, this person is trying to attain a "I lose/you win" scenario. Sub-types in this style include <i>yielding</i> (i.e., giving into the other person without presenting their own view) and <i>conceding</i> (i.e., giving in but they state their own view first).</p>
	Competing	<p>A person exhibiting a <i>Competing</i> style chooses to follow his or her own agenda rather than worrying about having a good relationship with the other person(s). This adversarial style results in a "I win/you lose" scenario and can lead to months, years, or decades of resentment from others. Subtypes can include <i>forcing</i> (i.e., using power, usually aggressively, over others) or <i>contending</i> (i.e., displaying a slight bending in your view).</p>
	Compromising	<p>A person reflecting a <i>Compromising</i> style will have a medium focus on his/her own agenda and a medium focus on relationship with the parties involved. As the term implies, the resulting scenario with this style is a "I win some/you win some" as the resolution is usually to split the difference so both parties are satisfied and flexible. There need not be a high degree of trust between the parties and the conflict is usually of moderate importance.</p>
	Collaborating	<p>A person adopting a <i>Collaborating</i> style has a high focus on their agenda but also a high focus on relationship with the parties involved. This person will work towards a "I win/you win" scenario to ensure flexibility and keeping the peace. The relationship is built on a high degree of past earned trust and an expectation that the trust will continue past the present conflict with a clear focus on generating high-quality and well thought out solutions that meet the needs and interests of both parties.</p>