CONFLICT
A Force for Breakthrough Social Change

Responses to Conflict

ACCOMMODATING

COLLABORATING

COMPROMISING

AVOIDING

ADVOCATING

Other Party's Interests
Primary Concern is RELATIONSHIPS

Your Interests
Primary Concern is PRINCIPLES

Response	Uses	Limits
AVOIDING Not addressing the conflict, either by withdrawing from the situation or postponing the issues.	▪ When confronting is too dangerous or damaging ▪ When a situation requires "cooling off" ▪ When you need more time to prepare ▪ When an issue is unimportant	▪ Issues may never get addressed ▪ May lead to explosions of pent-up anger ▪ Slow death of relationships through stagnation and dullness ▪ Loss of accountability ▪ Your views might make a difference in the resolution
ACCOMODATING Yielding to another person's point of view; paying attention to their concerns and neglecting your own.	▪ When you see that you are wrong ▪ When the issue is of little importance to you ▪ When you want harmony to build the relationship or credits toward a more important issue ▪ Demonstrates self discipline of ego	▪ You may never get your concerns addressed ▪ Resentments may build ▪ Stunted growth of personal gifts ▪ Denies others benefit of healthy confrontation
ADVOCATING *Also called Competing, Forcing, or Controlling* Pursuing personal concerns at another's expense. Can mean standing up for your own or others' rights, defending a position that you believe is correct, or simply trying to win.	▪ When immediate action is needed ▪ When principles or rights are at stake ▪ When rules must be enforced or challenged ▪ To maintain stability	▪ Intimidates people so they are afraid to admit problems and give you important information ▪ May harm relationship when others' needs are not considered ▪ Atrophy of gifts in others ▪ Stagnation
COMPROMISING Seeking a middle ground by "splitting the difference." The solution partially satisfies (and partially dissatisfies) both parties.	▪ For fast decision making on minor disagreements ▪ When all else fails ▪ When finding some solution is better than stalemate ▪ When two parties of equal strength are committed to mutually exclusive goals	▪ Losing sight of larger issues and values and possibly not pleasing anyone ▪ A more creative solution may be missed by a rush to give in ▪ May lead to mediocrity and blandness ▪ Possibly unprincipled agreements ▪ Not appropriate if important principles are at stake ▪ Likelihood of patching symptoms and ignoring root causes
COLLABORATING Working with someone by exploring your disagreement, generating alternatives, and finding a solution that mutually satisfies the concerns of both parties. *Requires an equal balance of power.*	▪ Can result in creative decisions that are legitimate, as well as stronger relationships ▪ Helpful when you need a decision that addresses the concerns of both parties to achieve long-term stability ▪ Others blossom and develop new gifts	▪ Not as helpful for minor decisions or when time is limited ▪ Cannot happen when there is an imbalance of power or when resources do not allow a true collaborative effort ▪ May not work when questions of right and wrong need to be resolved ▪ Analysis paralysis