

Self Development & Assessment-

Types of Conflict Styles and Which One to Use
Distributive, Integrative, and Mixed Motive Strategies

**Sem-4 Professional Grooming & Personality
Development (303193252)**

Learning Objectives

By the end of this session, students will be able to:

- Define conflict and its nature.
- Describe five conflict management styles.
- Explain Distributive, Integrative, and Mixed Motive strategies.
- Apply suitable conflict styles based on scenarios.

Topics to be Covered

1. Introduction
2. Types of Conflict Style
3. Choosing Right Strategy
4. Exercise Conflict Management Quiz
5. Activity
6. Learning Outcome
7. Conclusion

Meaning of Conflict

- Conflict is a disagreement due to differences in values, needs, or interests.
- It is natural and inevitable, but management determines the outcome.

Types of Conflict Styles

1. Avoiding – Ignoring conflict.
2. Accommodating – Giving in to maintain peace.
3. Competing – Assertive, win–lose approach.
4. Compromising – Each gives up something.
5. Collaborating – Win–win through communication.

Which Conflict Style to Use?

- Avoiding – For minor issues.
- Accommodating – To maintain harmony.
- Competing – For urgent, decisive matters.
- Compromising – For quick, fair settlements.
- Collaborating – For trust-based, long-term solutions.

Distributive Strategy

- Known as Win–Lose negotiation.
- Focuses on dividing limited resources.
- Suitable for short-term, competitive situations.

Example: Salary negotiation.

Integrative Strategy

- Known as Win–Win negotiation.
- Focuses on mutual interests and creative solutions.
- Encourages collaboration and trust.

Example: Team project improvement discussion.

Mixed Motive Strategy

- Blend of competition and cooperation.
- Recognizes both shared and conflicting interests.
- Common in business partnerships.

Example: Vendor and company contract negotiation.

Choosing the Right Strategy

- Situation | Best Strategy | Outcome
- Limited resources, short-term | Distributive | Win–Lose
- Long-term relationship | Integrative | Win–Win
- Balanced goals | Mixed Motive | Compromise–Cooperation

Exercise – Conflict Management Quiz

- I prefer to avoid confrontation.
- I seek middle ground.
- I insist on my way.
- I aim for both sides to win.
- I prioritize peace.
- Discuss your result with a peer.

Assessment

- Formative:
- Group discussion on quiz results.
- Summative:
- Case study: Choose best conflict strategy for a scenario.

Engagement Strategies

- Role-play: act out conflict scenes.
- Group Debate: use different conflict styles.
- Poll: most effective workplace strategy.
- Video Reflection: analyze negotiation clips.

Activity: Role-Play – Acting Out Conflict Scenes

Objective:

To help students to **understand conflict situations, analyze communication styles, and practice constructive conflict resolution strategies** in a professional or personal setting.

Materials Required:

- Scenario cards (printed or digital).
- Role cards (e.g., “Team Leader,” “Employee,” “Client,” etc.).
- Observation checklist or evaluation form.
- Whiteboard or chart paper for group reflection.

Procedure:

1. Introduction (5–10 minutes):

- The teacher introduces the concept of **conflict management** and explains how role-play helps practice real-life scenarios.
- Discuss basic approaches such as **Avoiding, Accommodating, Competing, Compromising, and Collaborating.**

Group Division (5 minutes):

- Divide students into small groups of 3–5.
- Assign or allow each group to select a **conflict scenario** and **roles**.

Scenario Assignment (5 minutes):

Examples of scenarios:

- **Workplace:** Two team members disagree on how to complete a project.
- **Classroom:** A group member isn't contributing equally to a group assignment.
- **Client Interaction:** A customer complains about poor service, and the employee must handle the situation.
- **Peer Conflict:** Misunderstanding between friends due to poor communication.

Preparation Time (10 minutes):

- Students discuss and plan their dialogue, approach, and body language.
- Encourage them to include both **negative** and **positive** reactions to highlight conflict escalation and resolution.

Role-Play Performance (15–20 minutes):

- Each group performs the scene in front of the class.
- Observers note the strategies used and evaluate the communication methods.

Reflection & Discussion (10–15 minutes):

- After each role-play, conduct a brief discussion:
 - What caused the conflict?
 - Which communication styles were used?
 - How was the conflict resolved?
 - What could be improved?
- Encourage constructive feedback from peers.

Criteria	Description
Understanding of Conflict	Ability to identify causes and types of conflict
Communication Skills	Clarity, tone, listening, and body language
Problem-Solving	Use of strategies to reach resolution
Teamwork	Cooperation among group members
Creativity & Realism	Realistic portrayal of the scenario

References

1. Thomas, K.W., & Kilmann, R.H. (1974). Thomas-Kilmann Conflict Mode Instrument.
2. Rahim, M.A. (2011). Managing Conflict in Organizations.
3. Harvard Business Review – Negotiation Strategies.
4. Canva Education Media Library.

Video Links

1. Conflict Management Styles –

<https://www.youtube.com/watch?v=KY5TWVz5ZDU>

2. Distributive vs. Integrative Negotiation –

<https://www.youtube.com/watch?v=GfsRWQGvX3s>

3. Mixed Motive Negotiations –

<https://www.youtube.com/watch?v=UdG6E5HkZ5A>

Video Links

4. Resolving Conflicts at Work (TEDx) –

<https://www.youtube.com/watch?v=kyZ9xK1j-HY>

5. Conflict Management Skills –

<https://www.youtube.com/watch?v=Ovx5Lh8LJ9s>

Conclusion

- Conflict is unavoidable but manageable.
- Understanding strategies improves communication.
- Using the right style builds trust and success.

Learning Outcomes

After this session, learners will be able to:

- Identify personal conflict style.
- Evaluate situations to select best strategy.
- Demonstrate negotiation and compromise.
- Apply integrative approaches for win–win outcomes.

Thank You