

Conflict Resolution Styles and Behaviors



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Overview



- Determine your conflict resolution style
- Conflict resolution style test
- Describe, Explain, Share, Compromise
- Types of behavior
- Empathetic communication
- Your rights

Conflict Resolution Styles



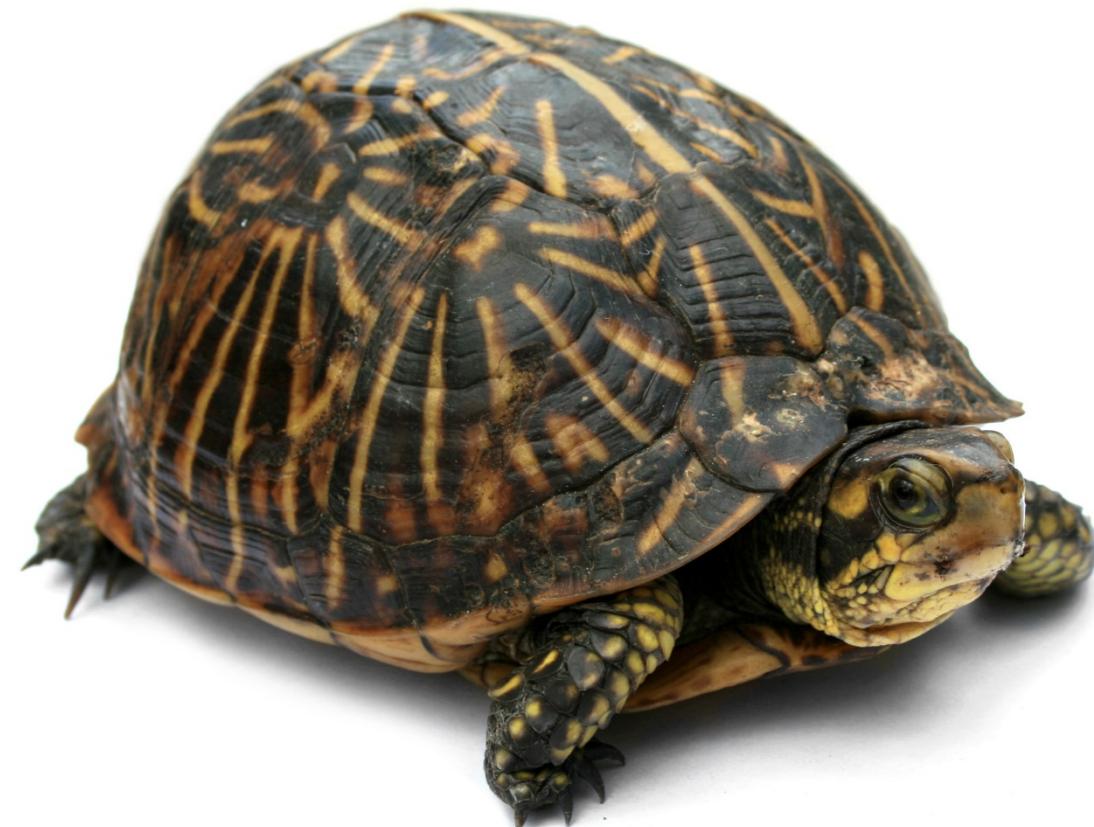
Conflict Resolution Styles

Achieving your personal goals

Maintaining the relationship

Conflict Resolution Styles

Withdrawing (The Turtle)



Conflict Resolution Styles

- When the stakes are not high or issue is trivial
- When confrontation will hurt a working relationship
- When there is little chance of satisfying your wants
- When disruption outweighs benefit of conflict resolution
- When gathering information is more important than an immediate decision
- When others can more effectively resolve the conflict
- When time constraints demand a delay

Conflict Resolution Styles

Forcing (The Shark)



Conflict Resolution Styles

When conflict involves personal differences that are difficult to change

When fostering intimate or supportive relationships is not critical

When others are likely to take advantage of noncompetitive behavior

When conflict resolution is urgent and when a decision is vital in crisis

When unpopular decisions need to be implemented

Conflict Resolution Styles

Smoothing (The Teddy Bear)



Conflict Resolution Styles

When maintaining the relationship outweighs other considerations

When suggestions/changes are not important to the accommodator

When minimizing losses in situations where outmatched or losing

When time is limited or when harmony and stability are valued

Conflict Resolution Styles

Compromising (The Fox)



Conflict Resolution Styles

When important/complex issues leave no clear or simple solutions

When all conflicting people are equal and have strong interests in different solutions

When there are no time restraints

Conflict Resolution Styles

Collaborating (The Owl)



Conflict Resolution Styles

When maintaining relationships is important

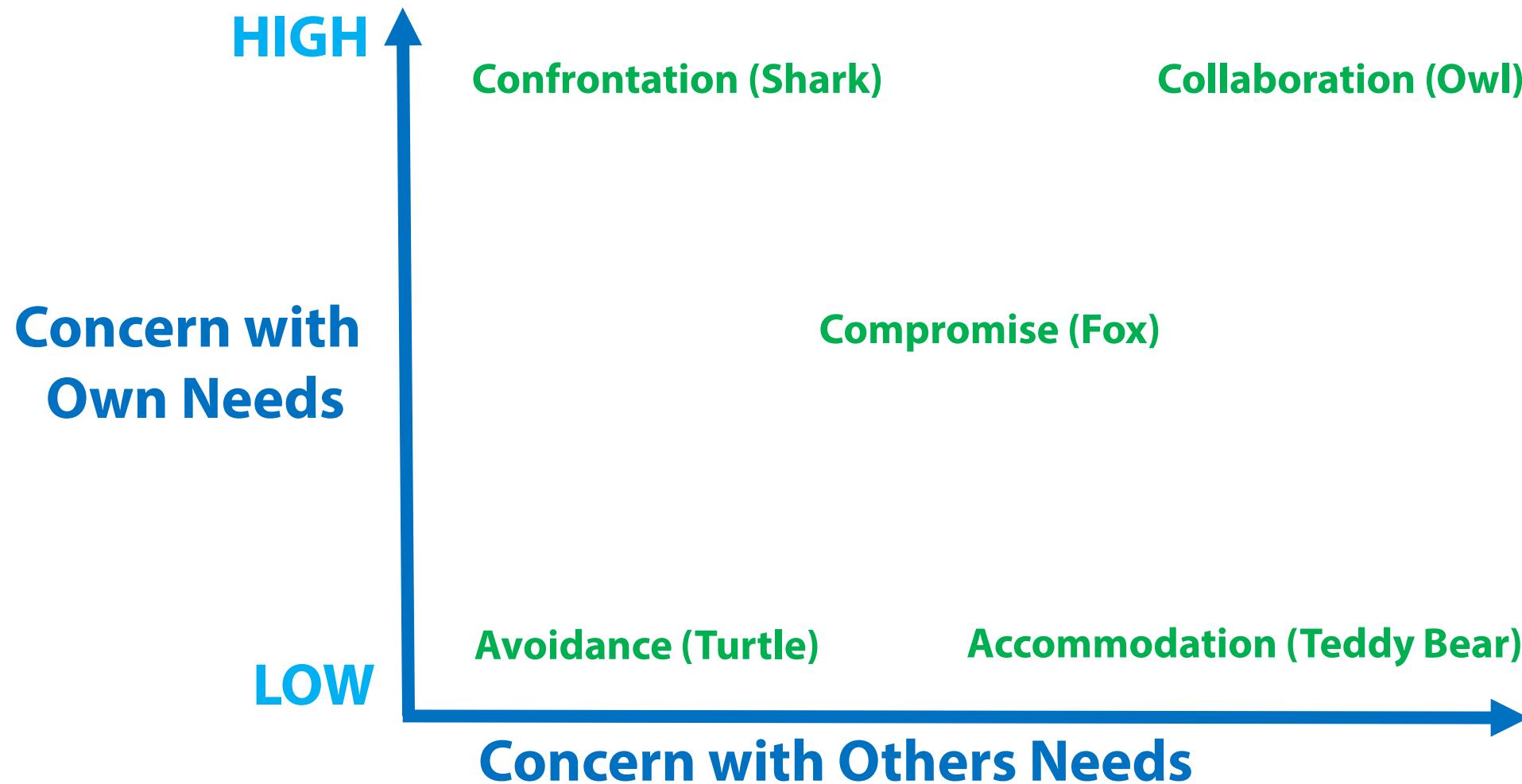
When time is not a concern

When peer conflict is involved

When trying to gain commitment through consensus building

When learning and trying to merge differing perspectives

Conflict Resolution Styles



Determine Your Style – Part 1



Determine Your Style – Part 1

1 = Always

2 = Very often

3 = Sometimes

4 = Not very often

5 = Rarely, if ever



a) I argue my case with peers, colleagues and coworkers to demonstrate the merits of the position I take

1 = Always

2 = Very often

3 = Sometimes

4 = Not very often

5 = Rarely, if ever





b) I try to reach compromises through
negotiation

1 = Always

2 = Very often

3 = Sometimes

4 = Not very often

5 = Rarely, if ever





c) I attempt to meet the expectation of others

- 1 = Always
- 2 = Very often**
- 3 = Sometimes
- 4 = Not very often
- 5 = Rarely, if ever





d) I seek to investigate issues with others in order to find solutions that are mutually acceptable

- 1 = Always
- 2 = Very often
- 3 = Sometimes**
- 4 = Not very often
- 5 = Rarely, if ever





e) I am firm in resolve when it comes to defending my side of the issue

- 1 = Always
- 2 = Very often
- 3 = Sometimes**
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f) I try to avoid being singled out,
keeping conflict with others to myself

1 = Always

2 = Very often

3 = Sometimes

4 = Not very often

5 = Rarely, if ever





g) I uphold my solutions to problems

- 1 = Always
- 2 = Very often
- 3 = Sometimes**
- 4 = Not very often
- 5 = Rarely, if ever





h) I compromise in order to reach solutions

1 = Always

2 = Very often

3 = Sometimes

4 = Not very often

5 = Rarely, if ever





i) I trade important information with others so that problems can be solved together

- 1 = Always
- 2 = Very often**
- 3 = Sometimes
- 4 = Not very often
- 5 = Rarely, if ever





j) I avoid discussing my differences
with others

- 1 = Always
- 2 = Very often
- 3 = Sometimes**
- 4 = Not very often
- 5 = Rarely, if ever





k) I try to accommodate the wishes of
my peers and colleagues

- 1 = Always
- 2 = Very often**
- 3 = Sometimes
- 4 = Not very often
- 5 = Rarely, if ever





I) I seek to bring everyone's concerns out into the open in order to resolve disputes in the best possible way

- 1 = Always
- 2 = Very often**
- 3 = Sometimes
- 4 = Not very often
- 5 = Rarely, if ever





m) I put forward middle positions in efforts to break deadlocks

- 1 = Always
- 2 = Very often**
- 3 = Sometimes
- 4 = Not very often
- 5 = Rarely, if ever





n) I accept the recommendations of colleagues, peers, and coworkers

- 1 = Always
- 2 = Very often**
- 3 = Sometimes
- 4 = Not very often
- 5 = Rarely, if ever





o) I avoid hard feelings by keeping my disagreements with others to myself

- 1 = Always
- 2 = Very often
- 3 = Sometimes
- 4 = Not very often
- 5 = Rarely, if ever**



Determine Your Style – Part 2

Style				Total
Competing Shark	a.	e.	g.	
Collaborating Owl	d.	i.	l.	
Avoiding Turtle	f.	j.	o.	
Accommodating Teddy Bear	c.	k.	n.	
Compromising Fox	b.	h.	m.	

Determine Your Style – Part 2

Style				Total
Competing Shark	a. 2	e. 3	g. 3	8
Collaborating Owl	d.	i.	l.	
Avoiding Turtle	f.	j.	o.	
Accommodating Teddy Bear	c.	k.	n.	
Compromising Fox	b.	h.	m.	

Determine Your Style – Part 2

Style	a.	e.	g.	Total
Competing Shark	2	3	3	8
Collaborating Owl	3	2	2	7
Avoiding Turtle	4	3	5	12
Accommodating Teddy Bear	3	2	2	7
Compromising Fox	1	1	2	5

Determine Your Style – Part 2

Style	a.	e.	g.	Total
Competing Shark	2	3	3	8
Collaborating Owl	3	2	2	7
Avoiding Turtle	4	3	5	12
Accommodating Teddy Bear	3	2	2	7
Compromising Fox	1	1	2	5

Primary : Compromising Fox

Secondary : Collaborating Owl and Accommodating Teddy Bear

Determine Your Style – Part 2

- a. I argue my case with peers, colleagues and coworkers to demonstrate the merits of the position I take
- b. I try to reach compromises through negotiation
- c. I attempt to meet the expectation of others
- d. I seek to investigate issues with others in order to find solutions that are mutually acceptable
- e. I am firm in resolve when it comes to defending my side of the issue
- f. I try to avoid being singled out, keeping conflict with others to myself
- g. I uphold my solutions to problems
- h. I compromise in order to reach solutions
- i. I trade important information with others so that problems can be solved together
- j. I avoid discussing my differences with others
- k. I try to accommodate the wishes of my peers and colleagues
- l. I seek to bring everyone's concerns out into the open in order to resolve disputes in the best possible way
- m. I put forward middle positions in efforts to break deadlocks
- n. I accept the recommendations of colleagues, peers, and coworkers
- o. I avoid hard feelings by keeping my disagreements with others to myself

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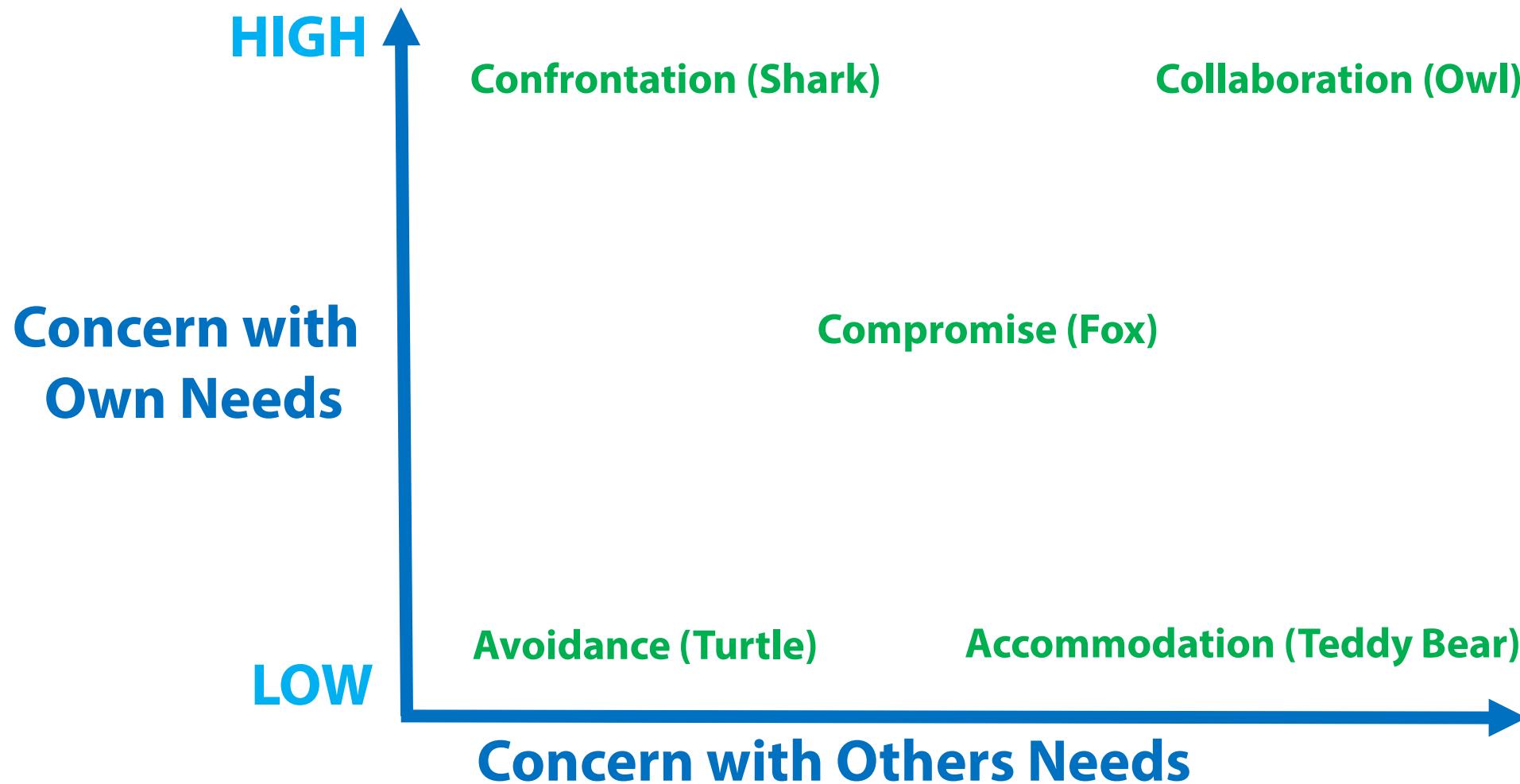
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Determine Your Style – Part 2



The DESC Model



The DESC Model

D

Describe

E

Express

S

Specify

C

Consequences

The DESC Model

D

Describe

E

Express

S

Specify

C

Consequences

The DESC Model

D

Describe

E

Express

S

Specify

C

Consequences

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C

Consequences

The DESC Model



Behaviors

Assertive Behavior

Direct Aggressive Behavior

Indirect Aggressive Behavior

Passive / Submissive Behavior

Behaviors

Assertive Behavior

They are a good listener

They are in control of their own feelings

They can keep calm in difficult situations

They are gracious with criticism and feedback

They are comfortable accepting compliments

Clearly state their needs and respect others

They are good at embracing responsibilities

Behaviors

Assertive Behavior

I Win / You Win

Behaviors

Direct Aggressive Behavior

They are verbally or physically violent

They are poor listeners

They are easily agitated

They are intolerant of others

They are ultimately very cowardly

They throw their weight around

They are loud

Behaviors

Direct Aggressive Behavior

I Win / You

Lose

Behaviors

Indirect Aggressive Behavior

They are manipulative and evasive
Gossiping, rumours and scaremongering

They can be backstabbing
They can be sarcastic

Use hurtful humour which can cause offence
They can use emotional blackmail
Resort to subtle or not so subtle sabotage

Behaviors

Indirect Aggressive Behavior

I Win / You Lose

I Lose / You Lose

Behaviors

Passive / Submissive Behaviour

They are easily influenced and controlled

They find it difficult to say No

They can collapse under pressure

They are prone to closing down

They can retreat into a safe place

They tend to seek the quiet life

They will try to avoid confrontation and conflict

Behaviors

Passive / Submissive Behaviour

I Lose / You

Win

Behaviors



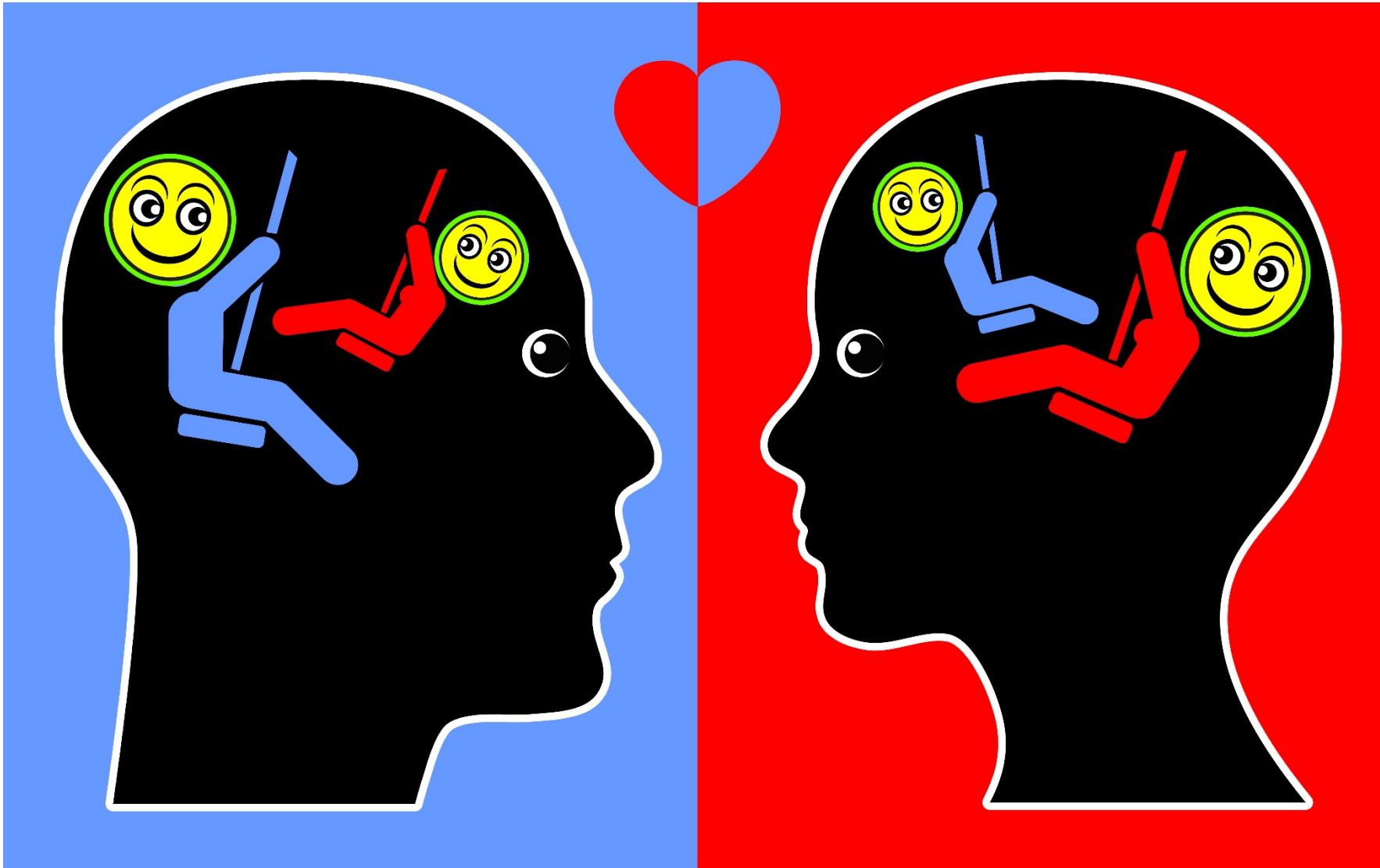
Empathetic Communication

Empathy

The ability to understand and share the feelings of another

Oxford English Dictionary

Empathetic Communication



Empathetic Communication

A word cloud centered around the word "empathy". The word "empathy" is the largest and most prominent word in the center. Surrounding it are various other words related to communication, psychology, and emotional support. The words are in different sizes and colors, including shades of brown, orange, and red.

The words include:

- feedback
- feminine
- conceptual people
- aid
- woman
- definition
- despair
- sad
- sensitivity
- counsel
- help
- psychologist
- session
- problem
- adult
- word
- social
- together
- service
- sympathy
- young
- information
- grieving
- trouble
- psychological
- psychology
- emotion
- upset
- communication
- psychiatry
- consultation
- togetherness
- helpful
- empathy
- depressed
- gesture
- emotional
- care
- support
- personal
- addiction
- share
- patient
- love
- reassure
- visit
- hope
- unhappy
- understanding
- healthcare
- girl
- idea
- stressed
- human
- counselor
- health
- concept
- focus
- aid
- psychiatrist
- person
- counseling
- assistance

Empathetic Communication

*Put aside your viewpoint, and try to
see things from the other person's
point of view*

Empathetic Communication

*Validate the other person's
perspective*

Empathetic Communication

Examine your attitude

Empathetic Communication

Listen

Empathetic Communication

Ask what the other person would do

What Are My Rights?



What Are My Rights?

To be treated with respect

What Are My Rights?

To hold my views and have them heard

What Are My Rights?

**To have my own feelings and have them
taken seriously**

What Are My Rights?

To make and arrange my own priorities

What Are My Rights?

To make mistakes

What Are My Rights?

To change my mind

What Are My Rights?

**To choose to not answer personal or
intrusive questions**

What Are My Rights?

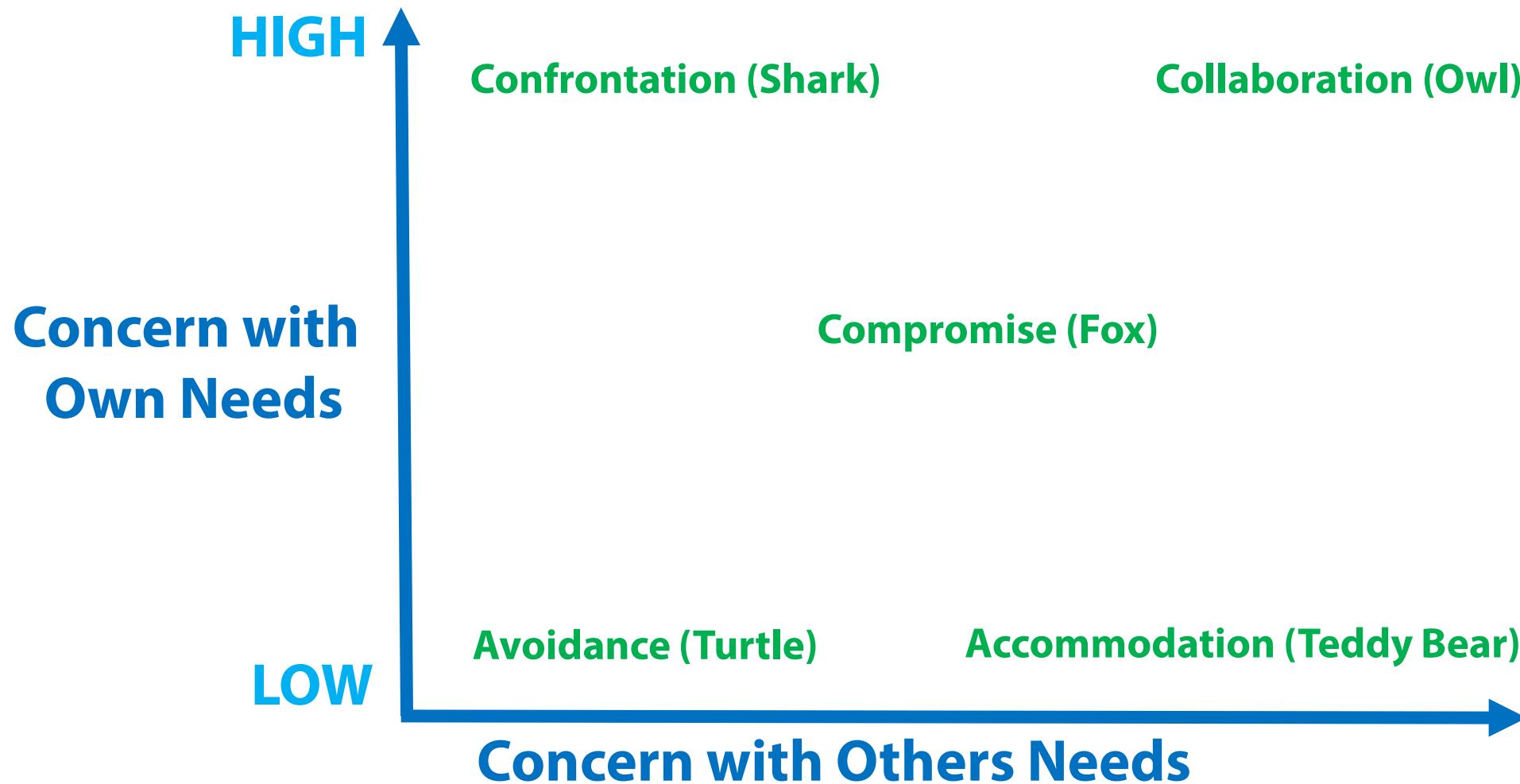
To refuse without feeling guilty



It is our choice as to how we respond to conflict



Module Summary



Module Summary

D

Describe

E

Express

S

Specify

C

Consequences

Module Summary

Assertive Behavior

Direct Aggressive Behavior

Indirect Aggressive Behavior

Passive / Submissive Behavior

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