

Styles for Resolving Conflict

Style	What happens when used?	Appropriate to use when?	Inappropriate to use when?
Avoiding	Person tries to solve problem by denying its existence. Results in lose/lose.	Issue is relatively unimportant; timing is wrong; cooling off period is needed; short-term use.	Issue is important; when issue will not disappear, but build
Accommodating	Differences are played down; surface harmony exists. Results in lose/win in forms of resentment, defensiveness, and possible sabotage if issue remains suppressed.	Same as above, also when preservation of relationship is more important at the moment.	Reluctance to deal with conflict leads to evasion of an important issue; when others are ready and willing to deal with issue.
Competing	One's authority, position, majority rule, or a persuasive minority settles the conflict. Results in win/lose of the dominated party & sees no hope for self.	When power comes with position of authority; when this method has been agreed upon.	Losers have no way to express needs; could result in future disruptions.
Compromising	Each party gives up something in order to meet midway. Results in win/lose if "middle of the road" position ignores the real diversity of the issue.	Both parties have enough leeway to give; resources are limited; when win/lose stance is undesirable.	Original inflated position is unrealistic; solution is too watered down to be effective; parties involved doubt commitment.
Collaborating	Abilities, values and expertise of all are recognized; each person's position is clear, but emphasis is on group solution. Results in win/win for all.	Time is available to complete the process; parties are committed and trained in use of the process.	The conditions of time, abilities and commitment are not present.