**Low Concern for Personal Goals**

Low Concern for Relationships

High Concern for Relationships

High Concern for Personal Goals

# COMPROMISING

“I’ll give a little, if you do the same.”

**Strategies:**

* **reduce expectations, bargain, give and take, “split the difference”**

**Cautious but open**

Prefers others to:

**- compromise or accommodate**

## **PROBLEM-SOLVING**

**“Let’s try to resolve this together.”**

**Strategies:**

* **information gathering, dialogue, looking for alternatives, seeking “win-win” solution**

**Prefers others to:**

* **problem-solve or compromise**

**STYLES OF CONFLICT MANAGEMENT**

# CONTROLLING

**“Do it my way.”**

**Strategies:**

* **control, compete, force, coerce, fight**

**Impatient with dialogue and information gathering**

**Prefers others to:**

* **avoid or accommodate**

# AVOIDING

“Conflict?

What conflict?”

Strategies:

* flee, avoid, deny, ignore, withdraw, delay

Refuses to dialogue or to gather information

Prefers others to:

- avoid

# ACCOMMODATING

“Whatever you say would be fine with me.”

**Strategies:**

* **agree, appease, smooth over differences, ignore disagreements, give in**

**Interested in other’s information and approval**

**Prefers others to:**

**- control**