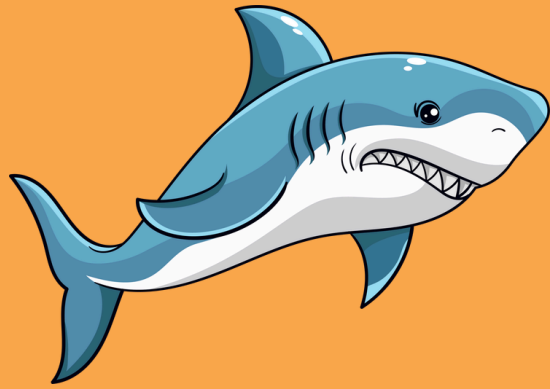


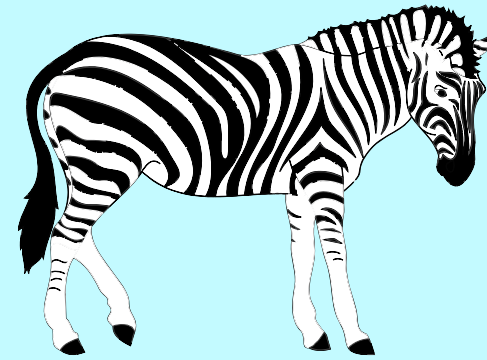
Competing



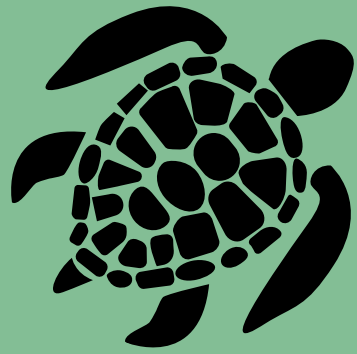
Collaborating



Compromising



Avoiding



Accommodating



Prioritising their needs

SHARK

I feel that I am right,
so everyone else
needs to know it

I will **win** this
argument!



Disagree with me? You are wrong! I
know better

Conflict style	Description	Your needs	Their needs	Approach
Competing	Like a shark, you fight for what you want	High Priority	Low priority	Assertive, uncompromising

OWL

What alternative solutions can we come up with?

How can we work together to solve the problem?



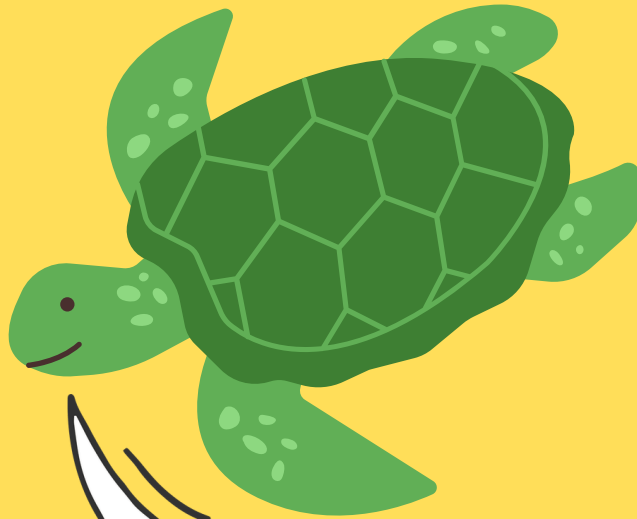
I think...
Now, what do you think?

Conflict style	Description	Your needs	Their needs	Approach
Collaborating	Like a wise owl, you work together to come up with a new idea	High Priority	High Priority	Assertive Compromising

TURTLE

This isn't my problem

I don't like the look of this
I'm going to stay out of this



I have other things to do
I can't talk about this

Conflict style	Description	Your needs	Their needs	Approach
Avoiding	Like a turtle, you hide from conflict	Low Priority	Low Priority	Unassertive Uncompromising

CHAMELEON

I will agree with whatever I need to do to end this disagreement

I don't mind if I have to do a bit of extra work. Technically, that was the other person's job. But it's okay.

I'm happy with anything! I'll get the work done.



Conflict style

Description

Your needs

Their needs

Approach

Accommodating

Like a chameleon, you fit with the other person's needs

Low priority

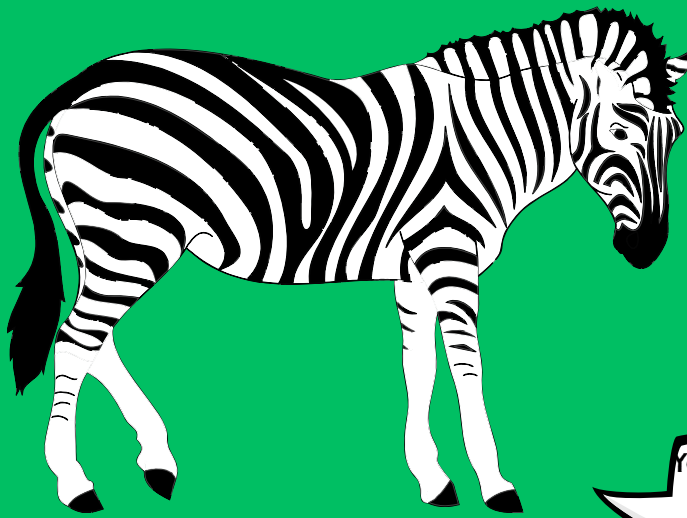
High priority

Unassertive
Compromising

ZEBRA

What is the easiest, quickest way of coming up with a reasonable solution....

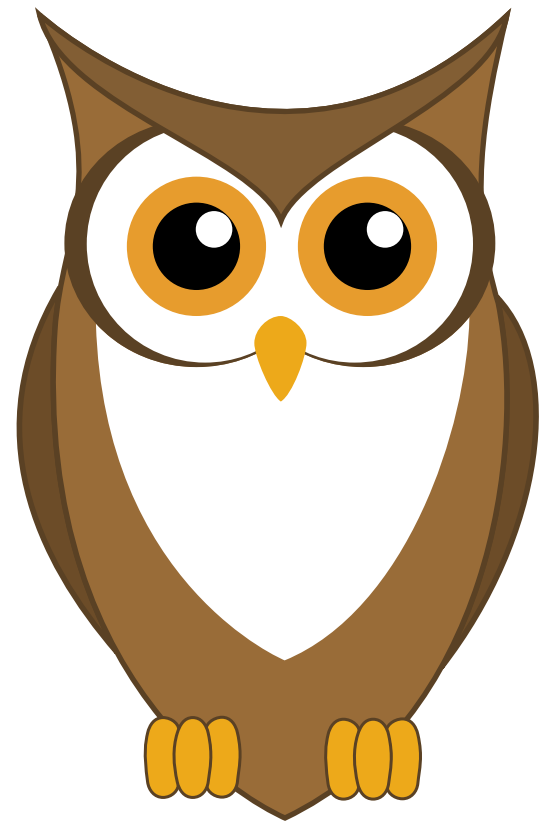
Is there a way we can quickly resolve this so everyone can just go home?



You want to go to Spain, I want to go to France
Why don;t we compromise and go to Italy?

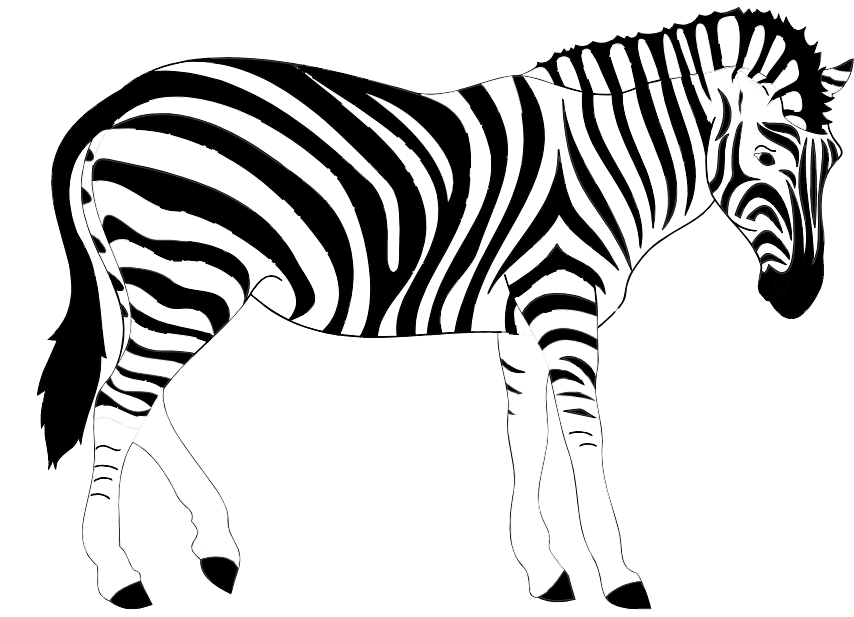
Conflict style	Description	Your needs	Their needs	Approach
Compromising	Like a zebra's stripes, you go 50/50 with the other person	Medium priority	Medium priority	Partly Assertive Partly Compromising

The Owl



Collaborate

The Zebra



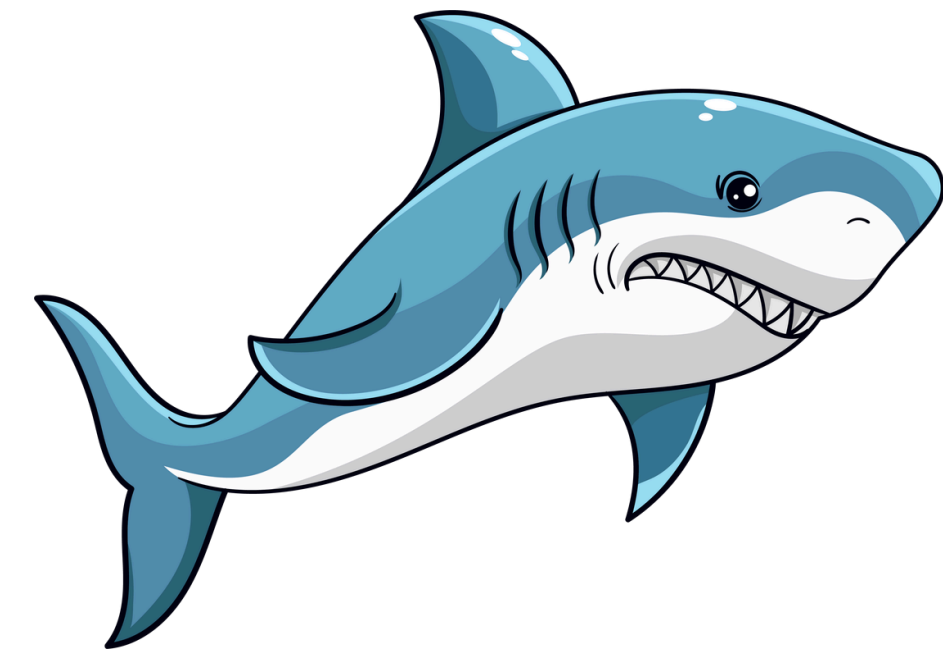
Compromise

The Chameleon



Accommodate

The Shark



Compete

Compromising

- We meet halfway
- I'm willing to negotiate

Pro: A quicker way to resolve conflict by balancing different interests

Con: May risk someone feeling dissatisfied

My needs and their needs are partly met.

Collaborating

- We want to work together
- We can come up with new ideas to find a solution

Pro: Builds mutual trust and strengthens relationships

Con: It is extremely time-consuming and requires a high degree of energy

Meets my needs and their needs.

Competing

- I need to win.
- I never back down no matter what the other person wants

Pro: Leads to quick, decisive action. Vital in emergencies

Con: Can damage relationships and create resentment

Meets my needs but not theirs.

Accommodating

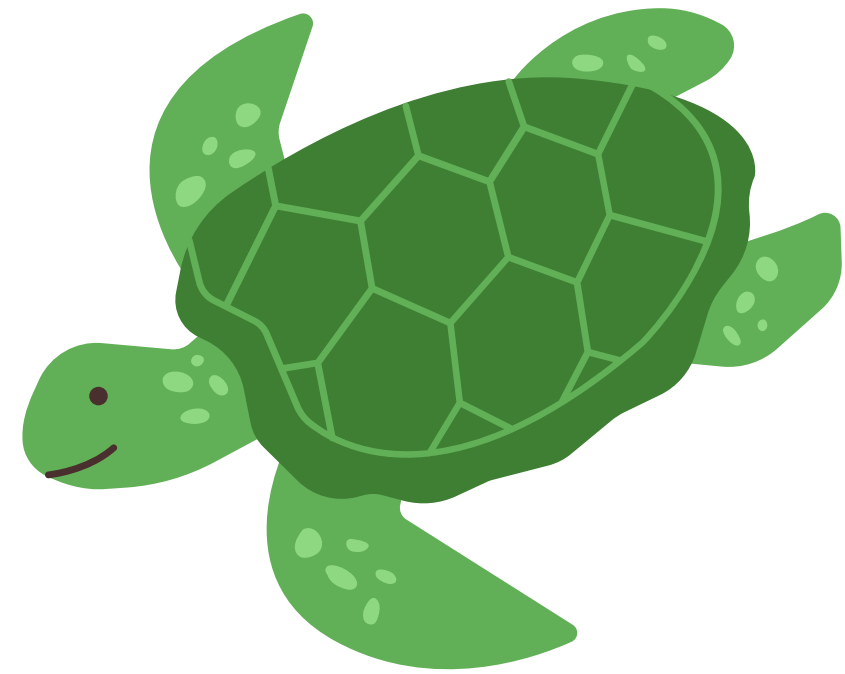
- I let the other person win.
- I adapt to other peoples' needs.

Pro: Perfect for resolving minor or low-tension conflicts

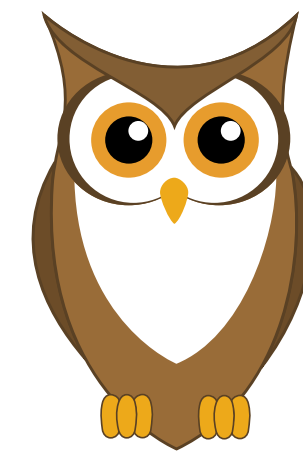
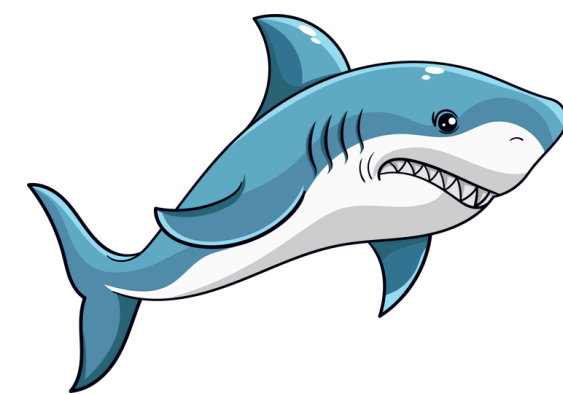
Con: Can lead to your own ideas and concerns being overlooked

Meets their needs but not mine.

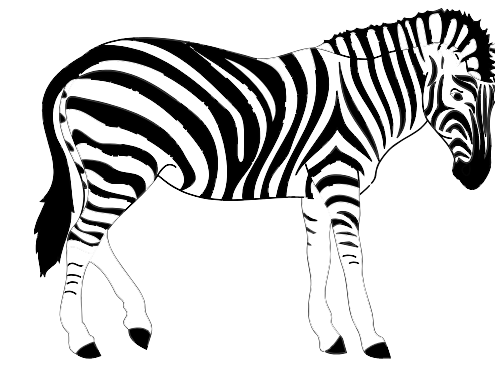
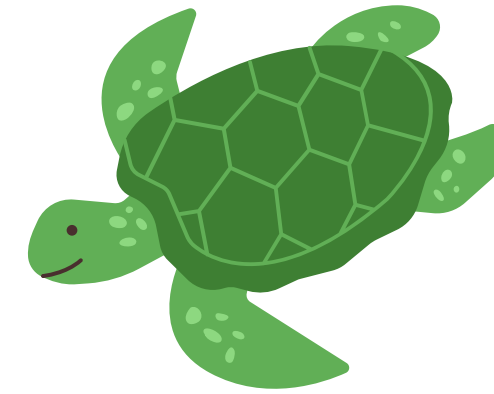
The Turtle



Avoid



Conflict Styles



SCCR Scottish Centre for
Conflict Resolution

cyrenians

Avoiding

- I runaway, hide or ignore what's going on
- I don't want to be in conflict

Pro: Helps step back from a tense situation to cool down and regain perspective

Con: Avoided issues may worsen over time

Doesn't meet my needs or theirs.