**Resources:**

 Copies of the Slide 127: Conflict Management Styles handouts

 Pens or Pencils

**Approximate Time:**

 15 minutes

**Purpose:**

 For participants to be aware of their own conflict management style and the conflict management styles of others to better communicate together.

**Directions:**

1. Have participants complete conflict management styles quiz individually.
2. Have participants share the results with their table or partner.
3. Have participants gather together by conflict management styles in designated areas around the room.
4. As a conflict management style group, discuss an example of when you most recently used this style, the benefits of responding to conflict using this style, and the challenges of responding to conflict using this style.
5. Gather the groups together and have each group share an example of the benefits and challenges of their specific conflict management style.

Source:Reginald (Reg) Adkins, PhD, Elemental Truths

We each have our own way of dealing with conflict.The techniques we use are based on many variables such as our basic underlying temperament, our personality, ourenvironment and where we are in our professional career.However,byandlargetherearefivemajorstylesof conflict management techniquesinourtoolbox.In ordertoaddressconflictwedraw from a collaborating, competing, avoiding, harmonizing or compromising style of management.None of these strategiesissuperiorinandofitself.How effective they are depends on the context in which they are used.

Each statement below provides a strategy for dealing witha conflict. Rate each statement on a scale of 1 to 4 indicating how likely you are to use this strategy.

***1 = Rarely 2 = Sometimes 3 = Often 4 = Always***

Besuretoanswerthequestionsindicatinghowyouwouldbehaveratherthanhowyouthinkyoushould behave.

1. I explore issues with otherssoastofindsolutionsthatmeeteveryone’sneeds.
2. Itrytonegotiateand adoptagive-and-takeapproach toproblemsituations.
3. Itrytomeettheexpectations ofothers.
4. I would argue my case and insist on the merits of my point of view.
5. When there is a disagreement, I gather asmuchinformationasIcanandkeepthe linesofcommunicationopen.
6. When I find myself in an argument, I usuallysay very little andtrytoleaveassoon as possible.
7. Itrytoseeconflictsfrombothsides.What do I need? What does the other person need? What arethe issues involved?
8. Iprefertocompromisewhensolving problems and just move on.
9. I find conflicts challenging andexhilarating;Ienjoythebattle of wits that usually follows.
10. Beingatoddswithotherpeoplemakesme feel uncomfortable and anxious.
11. Itrytoaccommodate thewishesof myfriends and family.
12. IcanfigureoutwhatneedstobedoneandIamusuallyright.
13. To break deadlocks, I would meet people halfway.
14. I may not get what I want but it’s a small price to pay for keeping the peace.
15. I avoid hard feelings by keeping my disagreementswithotherstomyself.

How to score the Conflict Management Quiz:

Asstated,the15statementscorrespondtothefiveconflictresolutionstyles.Tofindyour most preferred style, total the points in the respective categories.The one with the highest score indicates your most commonly used strategy.The one with the lowest score indicates your least preferred strategy.However, if you are a leader who must deal with conflict on a regular basis, you may find yourstyletobeablendofstyles.

|  |  |  |
| --- | --- | --- |
| Style Collaborating: | Corresponding Statements: 1, 5, 7 | Total: |
| Competing: | 4, 9, 12 |  |
| Avoiding: | 6, 10, 15 |  |
| Harmonizing: | 3, 11, 14 |  |
| Compromising: | 2, 8, 13 |  |

**Brief Descriptions of the FiveConflict Management Styles**

**Collaborating Style**:

Problems are solved in ways in which an optimumresult is provided for all involved. Both sides get what they want and negative feelings are minimized.

Pros: Creates mutual trust; maintains positiverelationships;buildscommitments.

Cons: Time consuming; energy consuming.

**CompetingStyle**:

Authoritarian approach.

Pros: Goal oriented; quick.

Cons: May breed hostility.

**Avoiding Style**:

The non-confrontational approach.

Pros: Does not escalate conflict;postponesdifficulty.

Cons: Unaddressedproblems;unresolvedproblems.

**Harmonizing Style**:

Givingintomaintainrelationships.

Pros: Minimizesinjurywhenweareoutmatched;relationshipsaremaintained.

Cons: Breeds resentment; exploits the weak.

**Compromising Style**:

The middle ground approach.

Pros: Useful in complex issues without simplesolutions; all parties are equal in power.

Cons: No one is ever really satisfied; less than optimal solutions get implemented.

From:<http://www.ncsu.edu/grad/preparing-future-leaders/doc/conflict-management-styles-quiz.pdf>