



FIVE

CONFLICT MANAGEMENT

STYLES

ASSERTIVENESS

Competing



In this case, one part aimed at reaching its goals without considering the needs/benefits of the other part. "This is a power-oriented mode in which you use whatever power seems appropriate to win your own position". This way of acting is not the right one if you wish to continue having a good relationship with the other person.

Collaborating



In this case, both parties are willing to try to explore their disagreement, learn from each other and find a common solution to the conflict. It "works best when the long-term relationship and outcome are important".

Compromising



It aims to find a solution that partly satisfies both parties, which is why it can be located between the Competing and the Accommodating styles. This is usable when the result of the discussion's solution is not of great importance, and you just wish to finish it and not lose more time on it

Avoiding



This is the style used when you are not willing to deal with that conflict at that moment. In fact, in this case, you might decide not to deal with the conflict at all or postpone it. This technique is used when the conflict is not a priority for you, either from the point of view of what you can achieve or from that of relationships.

Accommodating



In this case, one part is willing to make a "self-sacrifice" and try to satisfy the other person's will and needs. This is the complete opposite of the Competing style. This style is usually used when you don't care about what you will obtain from the conflict. Still, you care just about building or maintaining relationships

COOPERATIVENESS

(Benoliel, 2017; Kilmann, n.d.)



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