



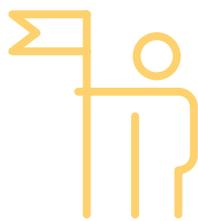
Conflict Management Styles

Learn what your conflict style is by taking the [GovLoop quiz](#). Then, use this cheat sheet to master your next difficult conversation.

5 Conflicts styles based on the Thomas-Kilmann Conflict Mode Instrument

Assertive

High



Competing

In pursuit of your own objectives, you are likely to forcefully assert your opinion and use a power-oriented strategy to resolve conflict in your favor.



Collaborating

To ensure all parties are fully satisfied with an outcome or decision, you are likely to work with others to delve deeply into a conflict to determine underlying needs and wants before resolving an issue.



To find an expedient and mutually acceptable solution, you are likely to seek a middle-ground solution, though neither party in conflict may be fully satisfied with the outcome.



Avoiding

For the sake of efficiency, meeting your own goals, or simply to avoid confrontation, you are likely to ignore or circumvent conflict altogether.



Accommodating

To minimize confrontation, preserve relationships, and foster cooperation, you are likely to defer to the other parties in conflict to make a decision.

Low

Cooperative

Your Conflict Cheat Sheet

Use this chart to identify the common habits of your partner in conflict, as well as how you can help them engage in successful conflict resolution

If you are:					
	Competing	Collaborating	Avoiding	Accommodating	Compromising
And your partner is Competing	<p>You are both likely to strongly voice your opinions, leading to a more contentious conflict</p> <p>Encourage both of you to take time before conflict to reflect and prioritize needs</p>	<p>Your partner is unlikely to seek time or space to find a collaborative solution</p> <p>Encourage them to be patient to build the best outcome</p>	<p>Your partner is likely to make decisions without you if you don't speak up</p> <p>Encourage them to listen to your concerns with an open mind</p>	<p>You partner is unlikely to push you for more insight into a conflict</p> <p>Encourage them to be patient to build the best outcome</p>	<p>Your partner is likely to see your preferred middle-ground solution as a loss</p> <p>Encourage them to compromise for the sake of longer-term team success</p>
And your partner is Collaborating	<p>Your partner will likely want to invest more time than you on finding mutually beneficial outcomes</p> <p>Encourage them to highlight the benefits of their approach to you and your team</p>	<p>You are both likely to spend significant time and energy coming to mutually beneficial solutions</p> <p>Establish a decision timeline to set parameters for yourselves</p>	<p>Your partner is likely to spend more thought and time on a conflict than you</p> <p>Set personal or time limits to your resolution discussions before starting</p>	<p>Your partner will likely resist your accommodations, seeking more fulfilling resolutions instead</p> <p>Clarify your priorities and justify any concessions you want to make</p>	<p>Your partner will likely seek a more mutually beneficial solution than you feel is necessary</p> <p>Ask your partner to prioritize their needs, and set expectations that all might not be met</p>
And your partner is Avoiding	<p>Your partner will likely shy away from conversation</p> <p>Encourage your partner to voice their opinions while you patiently listen</p>	<p>Your partner is likely to seek ways to minimize discussion on conflict</p> <p>Encourage them to see potential positive outcomes of addressing conflict</p>	<p>Your partner is likely to act like there is no conflict, as are you</p> <p>Resolve for you both to devote time to conflict, even if that requires you to take the lead</p>	<p>Your partner is likely to accept your accommodations as resolutions to conflict</p> <p>Clearly state what outcomes you need to consider the conflict resolved</p>	<p>Your partner is likely to defer to your proposed solution if presented</p> <p>Ask for your partner's input before considering the conflict resolved</p>
And your partner is Accommodating	<p>Your partner is unlikely to assert their ideas, even when they are best</p> <p>Resolve to accept at least one of your partner's ideas in your final outcome</p>	<p>Your partner is likely to sacrifice their ideas to resolve conflict</p> <p>Highlight the importance of various viewpoints in conflict resolution</p>	<p>Your partner is likely to default to your preference</p> <p>Ask for your partner's opinions before stating your own</p>	<p>You are both likely to agree on the first solution presented, even if needs aren't met</p> <p>Commit to incorporating one idea from each partner in the final solution</p>	<p>Your partner is unlikely to push back if they feel you are making too many concessions</p> <p>Create a list of must-have outcomes before resolution discussions</p>
And your partner is Compromising	<p>Your partner is likely to focus on resolution, even if your needs aren't met</p> <p>Encourage your partner to consider how quick decisions might negatively impact long-term goals</p>	<p>Your partner is likely to accept a solution quicker than you are, for the sake of completion</p> <p>Collaboratively set a single goal before engaging in decision-making</p>	<p>Your partner is likely to offer concessions as a starting point to conflict resolution</p> <p>Don't use your participation as a bargaining chip in resolution</p>	<p>Your partner is likely to accept your concessions but seek more discussion before resolution</p> <p>Identify and explain your "must have" outcomes, in addition to potential concessions</p>	<p>You are both likely to accept the most expedient solution, even if it doesn't fully meet your needs</p> <p>Work together to create a list of must-haves in your outcome, before discussion</p>