

LEADERSHIP CONFLICT STYLE

# FORCING



**Aggressive and uncooperative; actions can be seen as “standing up for your rights,” defending a position that you believe is correct.**

## **BEST USED WHEN:**

- **Quick, decisive action is vital, e.g. emergencies.**
  - **An unpopular action needs implementing, e.g. enforcing unpopular rules, discipline.**
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## **DOWNSIDE:**

- **“Winning at all costs” can result in harm to people.**
- **It can strain relationships leading to resentment and retaliation.**
- **It can silence others with potentially valuable input.**



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# AVOIDING



**Choosing not to engage, withdrawing from a conflict situation, postponing for a better time.**

## **BEST USED WHEN:**

- **An issue is trivial or more important issues are pressing.**
  - **People need to cool down and regain perspective.**
  - **Others can resolve the conflict more effectively.**
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## **DOWNSIDE:**

- **Your input is really needed.**
- **Avoiding contributes to the problem and prevents it from being resolved.**
- **It is a passive-aggressive or unproductive “delaying” tactic.**



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# ACCOMMODATING



**Sacrificing your goals for the sake of another person or the greater good.**

## **BEST USED WHEN:**

- **Satisfying others to maintain cooperation.**
  - **Building social credits for later issues.**
  - **Allowing others to develop by learning from mistakes.**
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## **DOWNSIDE:**

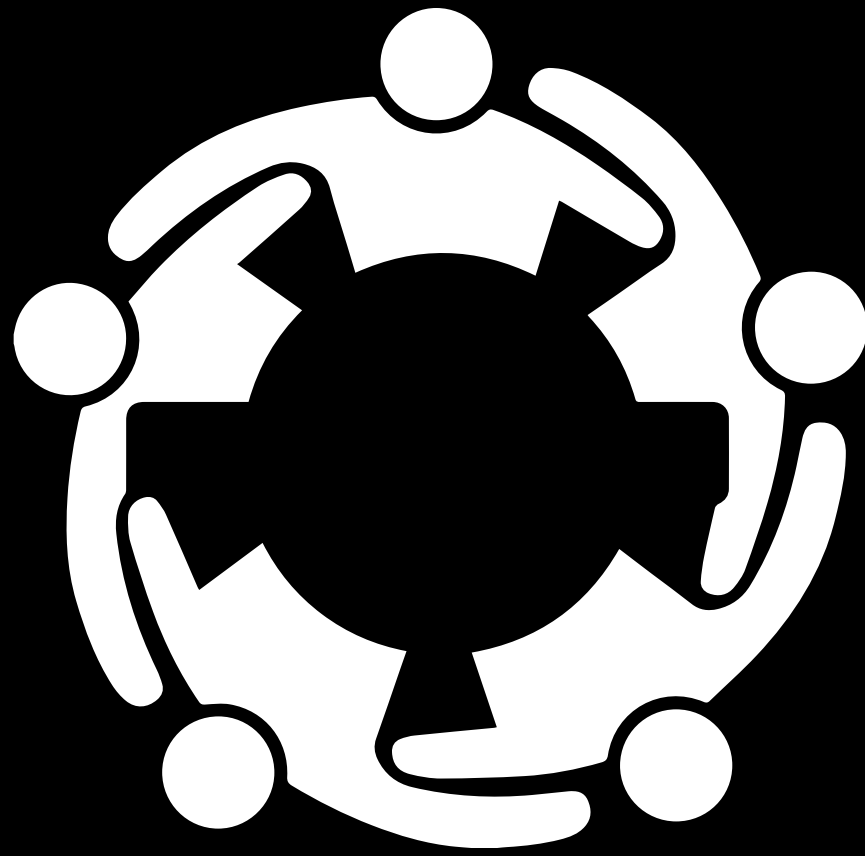
- **The outcome is not acceptable or fair to you.**
- **People begin to take advantage of you.**



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# COLLABORATING



**Finding solutions so the needs of all parties are met.**

## **BEST USED WHEN:**

- **There is time to explore creative solutions.**
  - **All perspectives need to be considered.**
  - **Gaining commitment through consensus.**
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## **DOWNSIDE:**

- **You don't have a lot of time, energy and effort.**
- **You are diverting or wasting resources.**
- **There may not be a solution that provides satisfaction for all parties involved.**

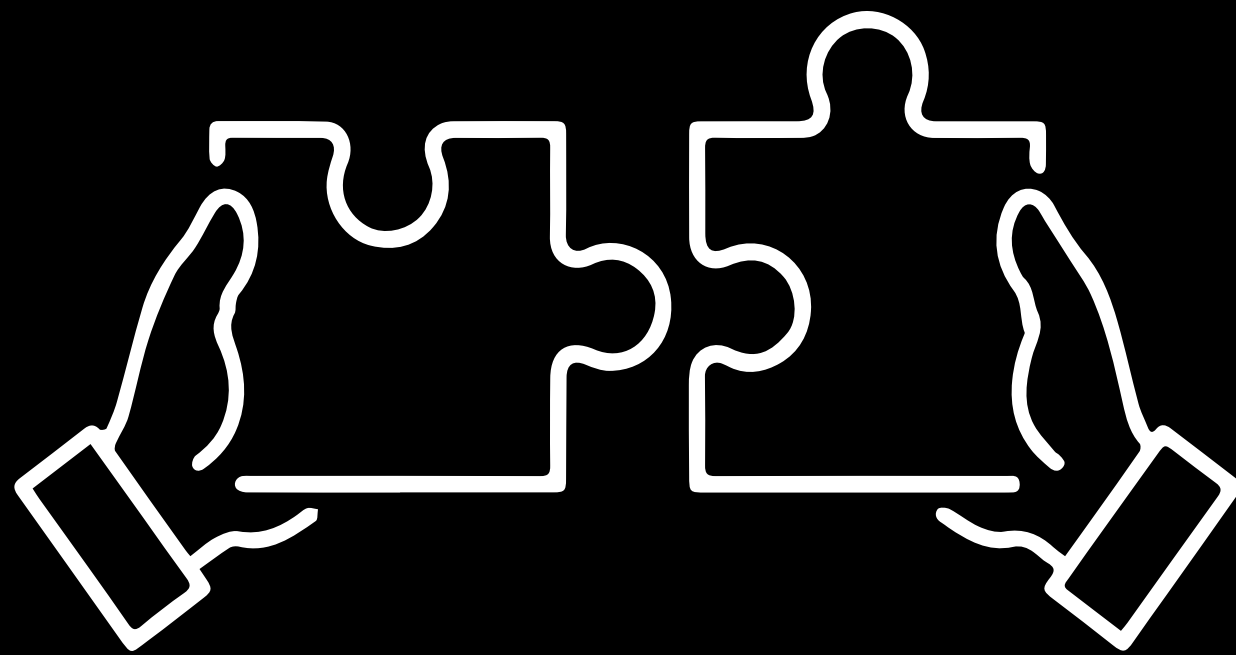


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# COMPROMISING



**Balancing the needs of all parties  
so everyone gets something, but not  
everything that they want.**

## **BEST USED WHEN:**

- **Goals are important, but not worth the effort or potential disruption of more assertive styles.**
  - **It's more important to achieve temporary settlements to complex issues or to arrive at solutions under time pressure.**
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## **DOWNSIDE:**

- **It leads to a lack of trust or the creation of a cynical environment.**
- **You are viewed as having no firm values.**
- **You are making concessions to keep people happy without resolving the original conflict.**



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