CONFLICT STYLES
LEADERSHIP CONFLICT STYLE

FORCING

BEST USED WHEN:

- Quick, decisive action is vital, e.g. emergencies.

- An unpopular action needs implementing, e.g. enforcing unpopular rules, discipline.

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.

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

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.

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.
LEADERSHIP CONFLICT STYLE

ACCOMMODATING

BEST USED WHEN:

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

DOWNSIDE:

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

Sacrificing your goals for the sake of another person or the greater good.
LEADERSHIP CONFLICT STYLE

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.

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.
LEADERSHIP CONFLICT STYLE

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.

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.