

# When to Use Conflict Strategies

## ***AVOIDANCE***

<p>Appropriate when:</p> <ul style="list-style-type: none"><li>▪ An issue is trivial or more important issues are pressing</li><li>▪ You see that there is no chance to satisfy your major concerns</li><li>▪ You need to let people cool down and regain perspective</li><li>▪ You need more time to gather information</li><li>▪ Others can resolve the conflict more effectively</li></ul>	<p>Inappropriate when:</p> <ul style="list-style-type: none"><li>▪ You care about both the relationship and the issue involved</li><li>▪ Used habitually for most issues</li><li>▪ Negative feelings may linger</li><li>▪ Others would benefit from caring confrontation</li></ul>
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## ***ACCOMMODATION***

<p>Appropriate when:</p> <ul style="list-style-type: none"><li>▪ You find that you are wrong</li><li>▪ You want to show your reasonableness</li><li>▪ Issues are more important to others than you</li><li>▪ You want to build social support for later use</li><li>▪ You want to minimize your losses</li><li>▪ You want to allow other team members to develop by learning from mistakes</li></ul>	<p>Inappropriate when:</p> <ul style="list-style-type: none"><li>▪ You are likely to harbor resentment</li><li>▪ Used habitually in order to gain acceptance (outcome: depression and lack of self-respect)</li><li>▪ When others wish to collaborate and will feel like enforcers if you accommodate</li></ul>
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## ***COMPETITION***

<p>Appropriate when:</p> <ul style="list-style-type: none"><li>▪ Quick, decisive action is necessary</li><li>▪ The issues are important and unpopular actions need to be implemented</li><li>▪ The issues are vital to the team's welfare and you know you are right</li><li>▪ When dealing with people who take advantage of noncompetitive behavior</li><li>▪ Other options are not possible</li></ul>	<p>Inappropriate when:</p> <ul style="list-style-type: none"><li>▪ Collaboration has not yet been attempted</li><li>▪ Cooperation from others is important</li><li>▪ Used routinely for most issues</li><li>▪ Self-respect of others is diminished needlessly</li></ul>
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## ***COMPROMISE***

<p>Appropriate when:</p> <ul style="list-style-type: none"><li>▪ Goals are important but not worth the effort of disruption</li><li>▪ Opponents with equal power are committed to different means to a similar end</li><li>▪ You want to achieve temporary settlements to complex issues</li><li>▪ You want to strive at an expedient solution under time pressure</li><li>▪ You need backup because collaboration or competition is not working</li></ul>	<p>Inappropriate when:</p> <ul style="list-style-type: none"><li>▪ Finding the most creative solutions possible is essential</li><li>▪ When you can't live with the consequences</li></ul>
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## ***COLLABORATION***

<p>Appropriate when:</p> <ul style="list-style-type: none"><li>▪ You need to find an integrative solution and both sets of concerns are too important to be compromised</li><li>▪ Your objective is to learn</li><li>▪ You need to merge insights from people with different perspectives</li><li>▪ You want to gain commitment by incorporating concerns into a consensus decision</li><li>▪ You want to work through feelings that have interfered with a relationship</li></ul>	<p>Inappropriate when:</p> <ul style="list-style-type: none"><li>▪ Time is short</li><li>▪ The issues are unimportant</li><li>▪ You're over-loaded</li><li>▪ The goals of the other person certainly are wrong</li></ul>
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