MANAGING CONFLICT MODEL

FORCE

Advantages

- Useful when quick action is required
- Protects against those who take advantage of non-competitive behavior

DOMINANT

SUBMISSIVE

Disadvantages

- Stops exploration of new approaches
- One's goals may be achieved at the expense of others
- Win/lose
- Little communent
- Temporary solution

COLLABORATE

Advantages

- Mutual exploration of new approaches
- Mutual resolution
- . Gains commitment
- Win/win
- Permanent solution

Disadvantages

- Can be time-consuming
- Requires participation :

COMPROMISE

Advantages

- Helps to break an impasse
- · Shows good faith
- Everybody gets something. And something is better than nothing.

Disadvantages

- Doesn't probe for underlying causes
- Rarely reveals new information
- Can't compromise principles and ethics

AVOID

Advantages

- Useful when risk outweighs gains
- Useful when something isn't worth making an issue about
- Useful when others can solve the problem more effectively
- Useful to postpone action until more information surfaces

Disadvantages | Advanta

- Restricts input
- Temporary solution

ACCOMMODATE

Advantages

- Useful to preserve harmony
- Avoids disruption
- Prevents competition
- Useful when issues are not important to you

Disadvantages

- Sacrifices your own point of view
- Limits creative resolution
- Win/lose
- One who
 accommodates too
 much may be
 underestimated or
 considered a pushover

-NON-SUPPORTIVE

SUPPORTIVE