

Conflict Management Strategies

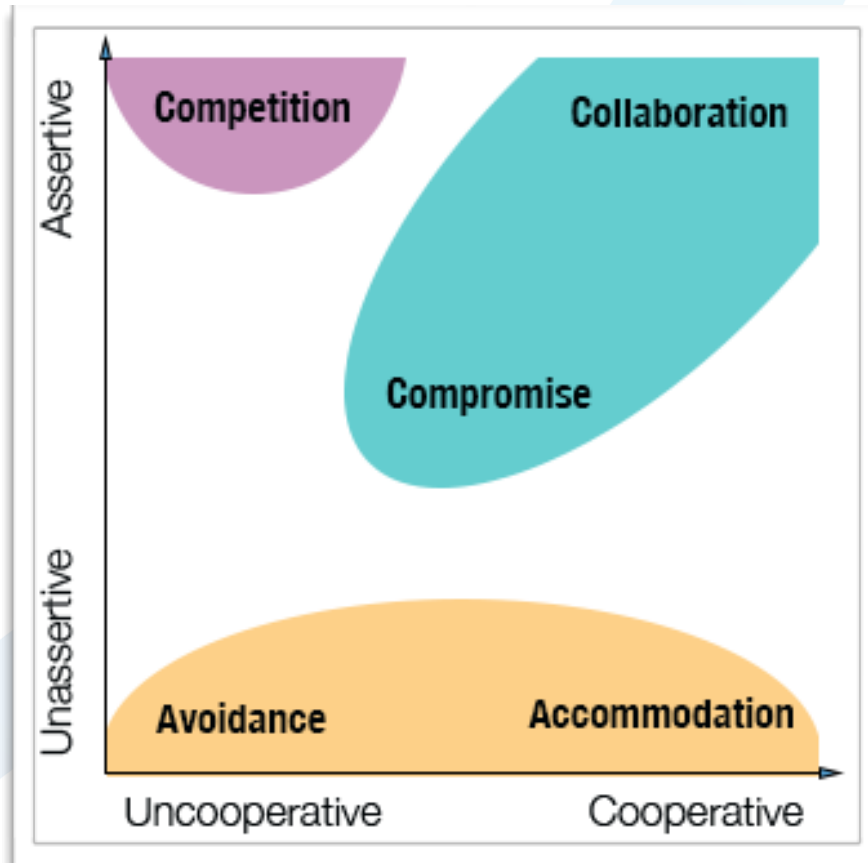
Control, non-confrontational, and solutions oriented are three approaches to conflict.

Non-confrontational strategies are associated with avoiding and accommodating approaches.

Control strategies are associated with a competing approach.

Solution-oriented strategies are associated with collaborating and compromising approaches.

Conflict approaches depend upon the extent to which stakeholders are assertive and cooperative.



Think about a conflict you are involved with then answer the questions below:

Measure cooperativeness:

- How much are stakeholders willing to work with one another?
- In what ways have stakeholders explored understanding or meeting each others needs, wants and concerns?

Measure assertiveness:

- How much are stakeholders willing to work with one another to meet their needs and concerns?

Adapted from: Introduction to Conflict Management by Kenneth W. Thomas, Consulting Psychologists Press, 2002.