

Conflict Management Toolbox



Avoid
Paint Brush

Low Assertiveness, Low Cooperativeness

Works well when...

- It's none of your business
- Other people are better suited to deal with the situation
- You and the other person need time to cool off
- You are overwhelmed and need time to strategize



Accommodate
Adjustable Wrench

Low Assertiveness, High Cooperativeness

Works well when...

- It seems way more important to the other person
- You will need to ask for something down the road
- You are trying to build rapport with the other person
- You can't win



Compete
Hammer

High Assertiveness, Low Cooperativeness

Works well when...

- You are right
- It's a matter of safety or justice (ex: whistleblowing)
- It's an emergency
- It's time to make a decision

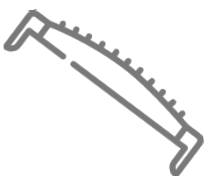


Compromise
Tape Measure

Medium Assertiveness, Medium Cooperativeness

Works well when...

- You are short on time and/or resources
- Other styles aren't working
- You need some practice negotiating
- You want a long-term relationship (correlated to marriage duration)



Collaborate
Two-Person Saw

High Assertiveness, High Cooperativeness

Works well when...

- Everyone is being very assertive and cooperative
- You have time to communicate and work together to get to a solution
- You have the resources to accomplish your goal
- The stakes are high, and you want everyone to be happy with the outcome