



CONFLICT RESOLUTION METHODS

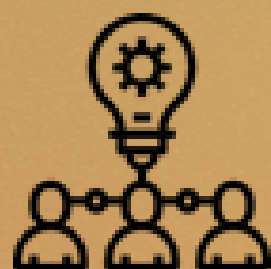


Competing

"My way or the highway"

Supervisor makes decisions without employee input

Use when: need quick action, no compromise or debate is possible, or a hard or unpopular decision is required



Collaborating

"Two heads are better than one"

Supervisor and employees work together to decide

Use when: all parties want resolution, need support from the team and want to improve collaboration, explore different perspectives



Compromising

"Let's make a deal"

Supervisor and employees negotiate to decide

Use when: resolving conflicts of moderate/high importance, resolution needs equal commitment, temporary fix needed, limited time to make decision

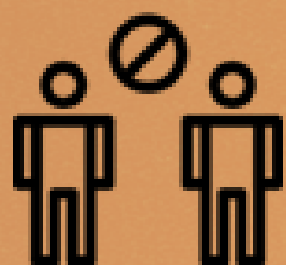


Accommodating

"It would be my pleasure"

Supervisor allows employees to make decisions

Use when: need to maintain perspective, keep peace and goodwill, achieve short term goals, save time, allow employees to learn from decisions they make



Avoiding

"I'll think about it tomorrow"

Supervisor makes decision not to handle conflict

Use when: situations are not work related, conflict can be resolved another way, both parties need time to cool off, conflict is minor, more time is needed