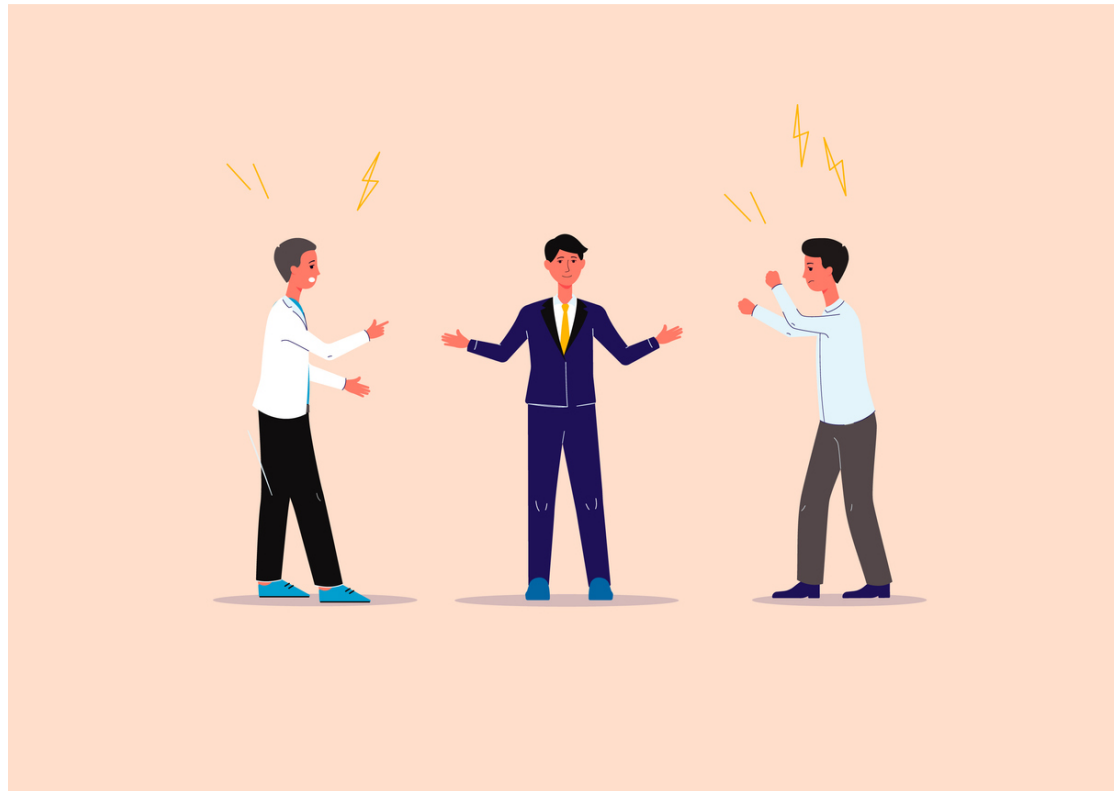# Conflict Resolution

5 Strategies to Reduce Workplace Conflict

No two conflicts are exactly alike, which is why some resolution strategies suit certain situations better than others. Use this sheet to choose the most appropriate resolution strategy every time.

1

Accommodating

Accommodating, as a conflict resolution strategy, will meet the needs of one side and not the other. While keeping the peace can help the conflicting parties move forward for now, it may eventually lead to resentment and envy.

Accommodating may work in conflicts between manager and subordinate, when the former wants the latter to be responsible and learn from their mistakes.

2

Avoiding

Avoiding, as a conflict resolution strategy, ignores the conflict and meets no one's needs. But, in certain situations, ignoring the conflict may actually help it resolve itself.

Avoiding may work if the conflict is trivial, the issues are unimportant or there is an upcoming change that will end the conflict inadvertently (e.g., one of the conflicting parties is leaving the company soon).

i-Sight®

3

Collaborating

Collaborating is one of the more desirable conflict management strategies. It involves pinpointing areas of agreement between the conflicting parties and finding a creative solution that works for all.

Collaborating is not always the best use of resources because it can be time- consuming and tedious. As a strategy, it's best left for large, harmful conflicts.

4

Competing

Competing is a conflict resolution strategy in which conflicting parties stand their ground and battle it out. This conflict resolution strategy may result in short-term rewards but the long-term consequences can be detrimental.

Competing is often one of the less successful strategies but can be useful in certain "crisis situations" such as pay cuts or layoffs.

5

Compromising

Compromising is a resolution strategy in which the conflicting parties work toward a solution through negotiation and forfeit. Ideally, both parties will offer to forfeit minor details and will attempt to negotiate the larger items.

Compromising works best when the conflicting parties hold similar levels of power, such as in contract negotiations.