



How Do You Respond to **Conflicts** with Others?

Competing Style

- Satisfy your own needs with little regard for others' situation and needs



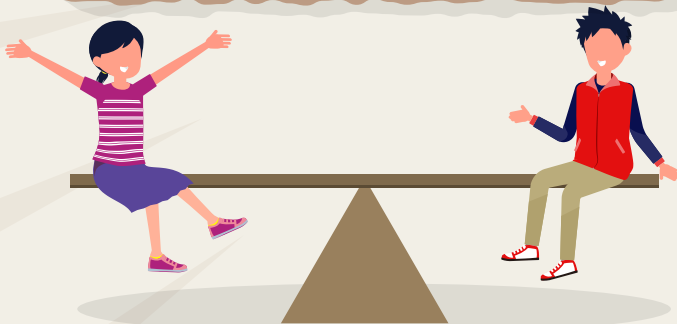
Accommodating Style

- Satisfy the needs of others as much as possible with little regard for your own feelings and needs



Compromising Style

- Attempt to find a solution that will at least partially please both parties



Avoiding Style

- Put problems aside to avoid conflicts and troubles or because you don't know how to handle them



Collaborating Style

- Work with each other and discuss solutions to conflicts



✓ Instead of stubbornly insisting that "this is who I am", we need to be flexible and adaptable to different conflict situations and adopt different response strategies accordingly

✓ "Attitude" is often more important than "strategy" in resolving conflicts successfully

✓ If we are willing to stand in other people's shoes with respect and empathy, it is more likely that people will cooperate with us

