



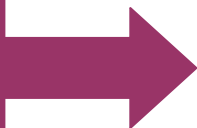
## Managing Conflict

Conflict is a part of the supervisor's life. Whenever someone is put in charge, someone else will have a different idea how the job should have been done. The conflict styles below help you recognize what may be the underlying strategy in how employees are managing conflict.

**Competitor** - This individual is very forceful and usually lacks signs of cooperation. The main goal of the Competitor is how to gain one's own concerns at the expense or lack of concern for others. The Competitor usually has access to sufficient power to gain whatever position is needed to "win," regardless of whether or not they believe in their position .

**Accommodator** - This individual is the opposite of the Competitor. This employee is non-assertive and usually cooperative. The Accommodator tends to sacrifice their own needs for the needs of others. Their style can be seen in a variety of ways in the work place. It might be seen as selfless generosity or charity; always doing what someone else asks them to do even if it is outside of their job responsibility; or, simply giving in to another's point of view regardless of merit.

**Avoider** - This person clearly does not like conflict and avoids it even when it should not be avoided. This individual



is unassertive and uncooperative. This person avoids conflict through sidestepping issues, postponing dealing with the issue until “a better time.” The individual may also simply withdraw from the situation either physically or mentally.

**Compromiser** - This individual tries to find the best solution for all involved but wants to get to that solution quickly. There is less time spent on exploring each other's point of view and likely more is given up in the attempt to quickly reach a compromise.

**Collaborator** - This individual tries to work with others to find a workable solution that considers the needs of all individuals involved. Easily, this individual is the direct opposite of the Avoider. The individual is successful in dealing with conflict because they are not afraid to dig into the issue and find the underlying cause of the problem. When two employees are collaborating there will be visible disagreement as each tries to understand the others point of view on the issue.